

June 2022



Monthly Pulse Annual Summary – 2021/22

Tamworth BC

Introduction

Over the last two years, Housemark has collected data from social landlords on monthly basis for a small set of performance measures. Since April 2021, we have collected consistent data for 15 measures in Monthly Pulse. During the year up to March 2022, almost 250 landlords had submitted data for Monthly Pulse. Around 200 landlords like you have submitted consistent data through the year.

As a regular Pulse participant, we have produced this exclusive report for you. It presents your organisation's results compared with two peer groups – one based on all participants and one for similar organisations.

How it works

The report covers six KPIs from the full suite of 15 Monthly Pulse measures with all results entered through the 2021/22 financial year. These are presented as line charts showing your organisation, the UK-wide national peer group and your similar organisations peer group based on broad characteristics such as size or location.

As well as charts, we have presented quartiles for both peer groups in table form, with figures for all 15 KPIs alongside your 2021/22 year-end results.

If you have any questions about our Year-end summary or Monthly Pulse, please do get in touch at data@housemark.co.uk.

Reporting

We are currently working on an IT solution to present Monthly Pulse results to you through a user interface. We expect to have this completed by September 2022. In the meantime, we will continue to issue quarterly reports summarising Pulse data for your organisation and making peer group comparisons.

Performance Summary

March 2022

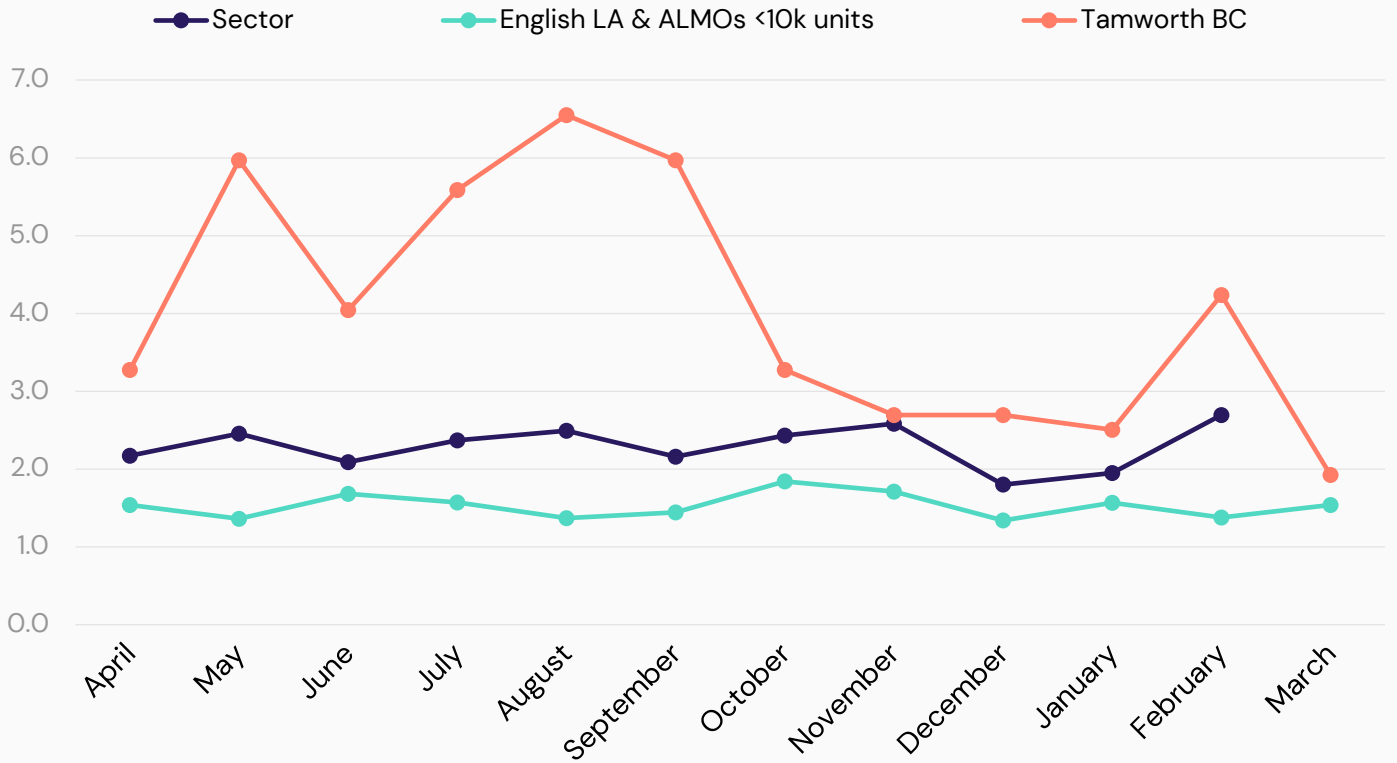
Measure	Sector			English LA & ALMOs <10k units			Your result
	Quartile 1	Median	Quartile 3	Quartile 1	Median	Quartile 3	
1 Formal complaints received (per 1,000 units)	1.30	2.56	5.19	1.15	1.54	2.84	1.93
Percentage of complaints resolved within timescale	72.3%	91.4%	100.0%	71.3%	86.7%	100.0%	20.0%
2 Percentage of customer contact received via digital channels	20.2%	24.4%	36.9%	12.2%	21.9%	33.3%	21.0%
3 Satisfaction with the service their landlord provides (perception)	77.3%	80.0%	86.5%	82.2%	85.3%	90.6%	-
4 Proportion of homes with a valid gas safety certificate	99.84%	99.98%	100.00%	99.70%	99.91%	100.00%	99.00%
5 Proportion of properties with EICR certificates up to five years old	85.00%	98.00%	99.72%	74.02%	88.06%	97.62%	72.14%
6 Emergency repairs completed (per 1,000 units)	42.4	67.2	88.4	23.4	53.9	66.7	53.9
7 Non-emergency repairs completed (per 1,000 units)	171.1	220.5	266.9	155.1	195.3	224.5	201.8
8 Satisfaction with repairs completed right first time	82.8%	87.7%	93.1%	76.3%	93.0%	94.5%	98.0%
9 Satisfaction with repairs (transactional)	80.7%	88.6%	93.2%	91.2%	93.0%	96.9%	97.0%
10 True current tenant arrears	2.08%	2.89%	3.61%	1.77%	2.14%	2.80%	2.79%
11 Proportion of social homes let	0.44%	0.57%	0.73%	0.45%	0.52%	0.60%	0.48%
12 Proportion of dwellings vacant and available to let	0.32%	0.58%	1.04%	0.19%	0.45%	0.77%	0.19%
13 Working days lost due to sickness absence	3.22%	4.29%	5.37%	3.29%	4.34%	5.58%	5.71%
14 New ASB cases reported (per 1,000 units)	1.73	2.94	5.25	1.36	2.34	4.38	3.66

For more information on this table please see the technical note.

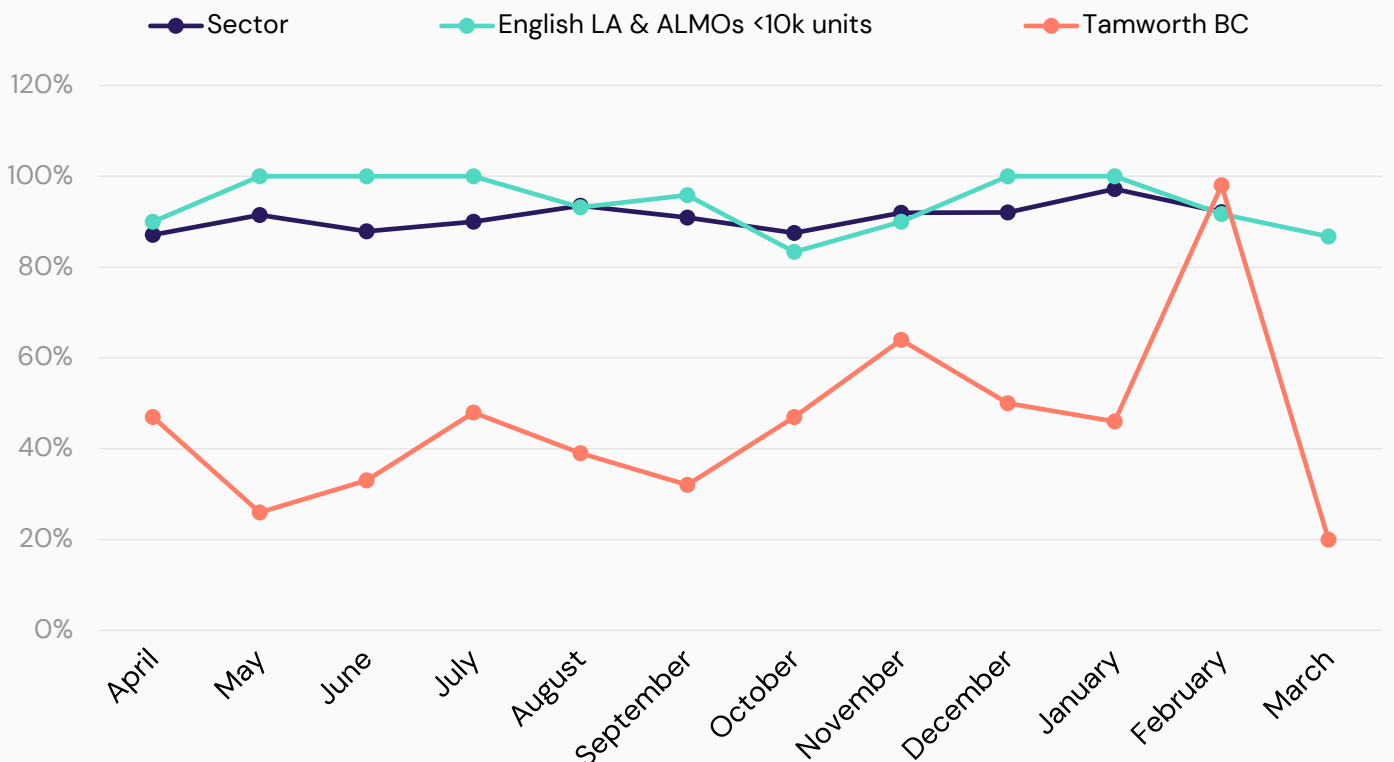
Detailed performance

Customer experience

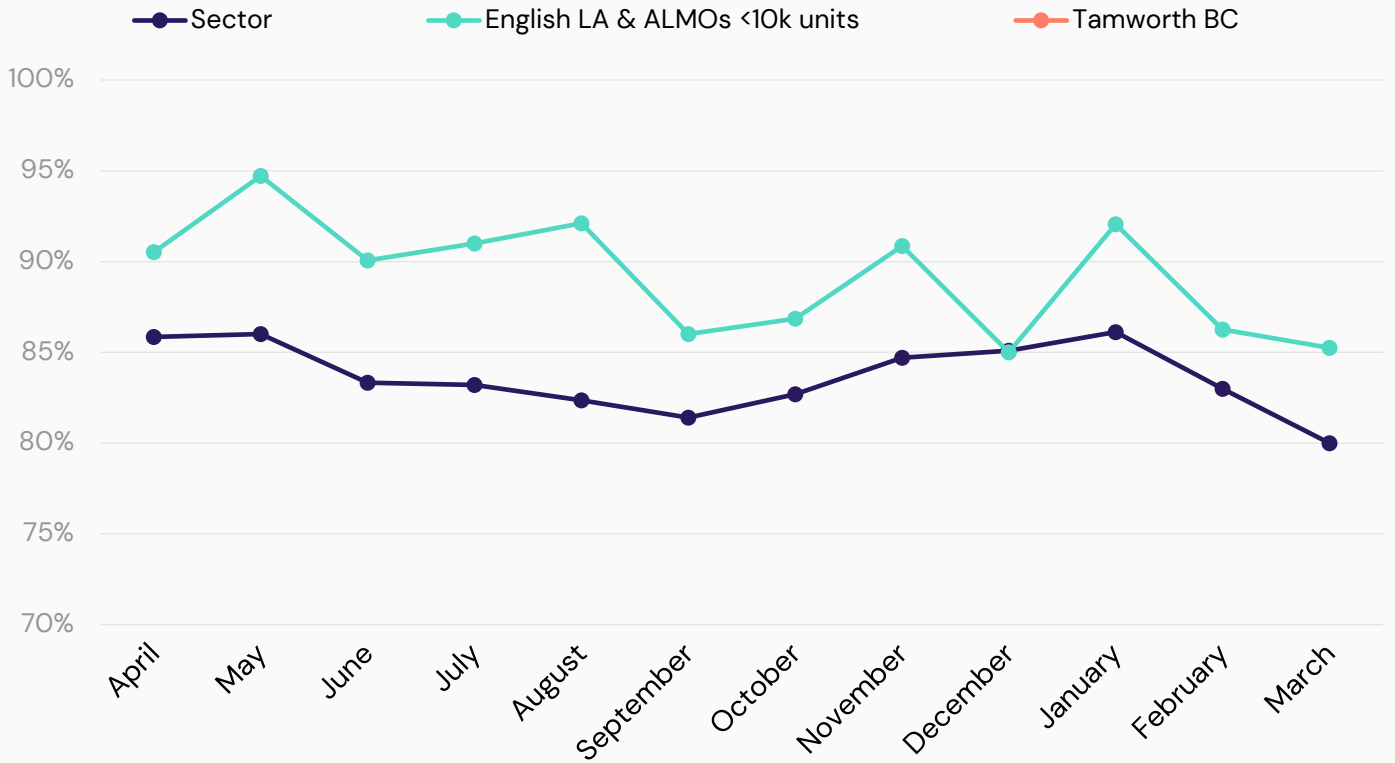
Formal complaints received in month per 1,000 units



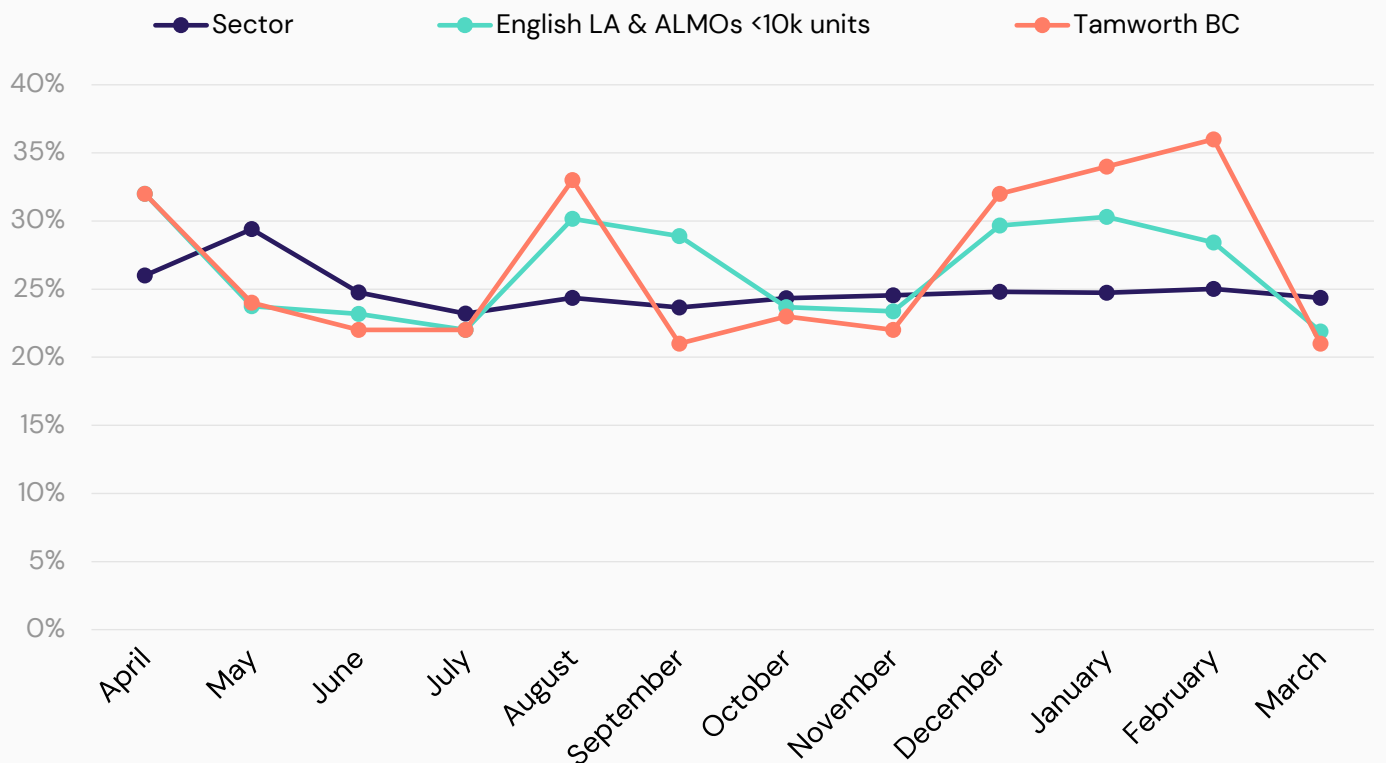
Percentage of complaints resolved within timescale



Satisfaction with the overall service the landlord provides

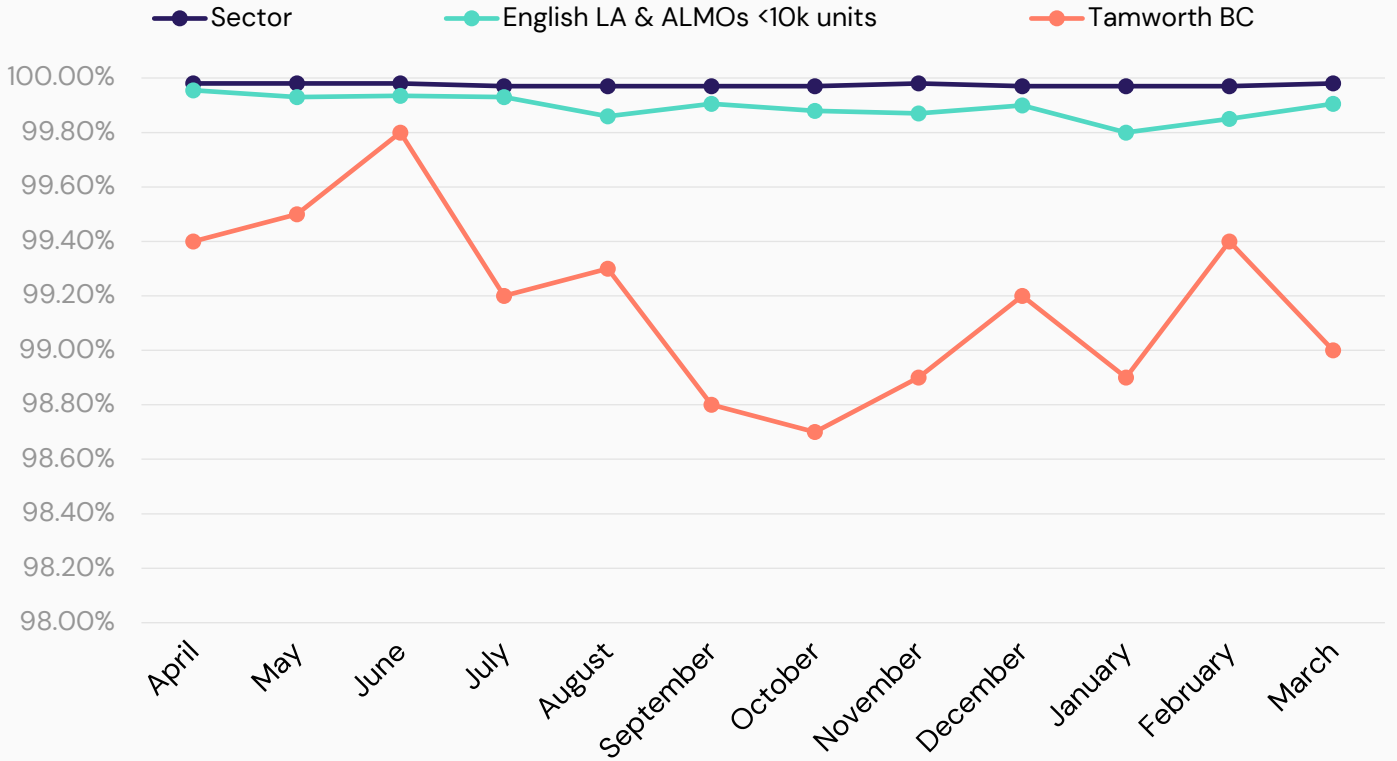


Percentage of customer contact received via digital channels

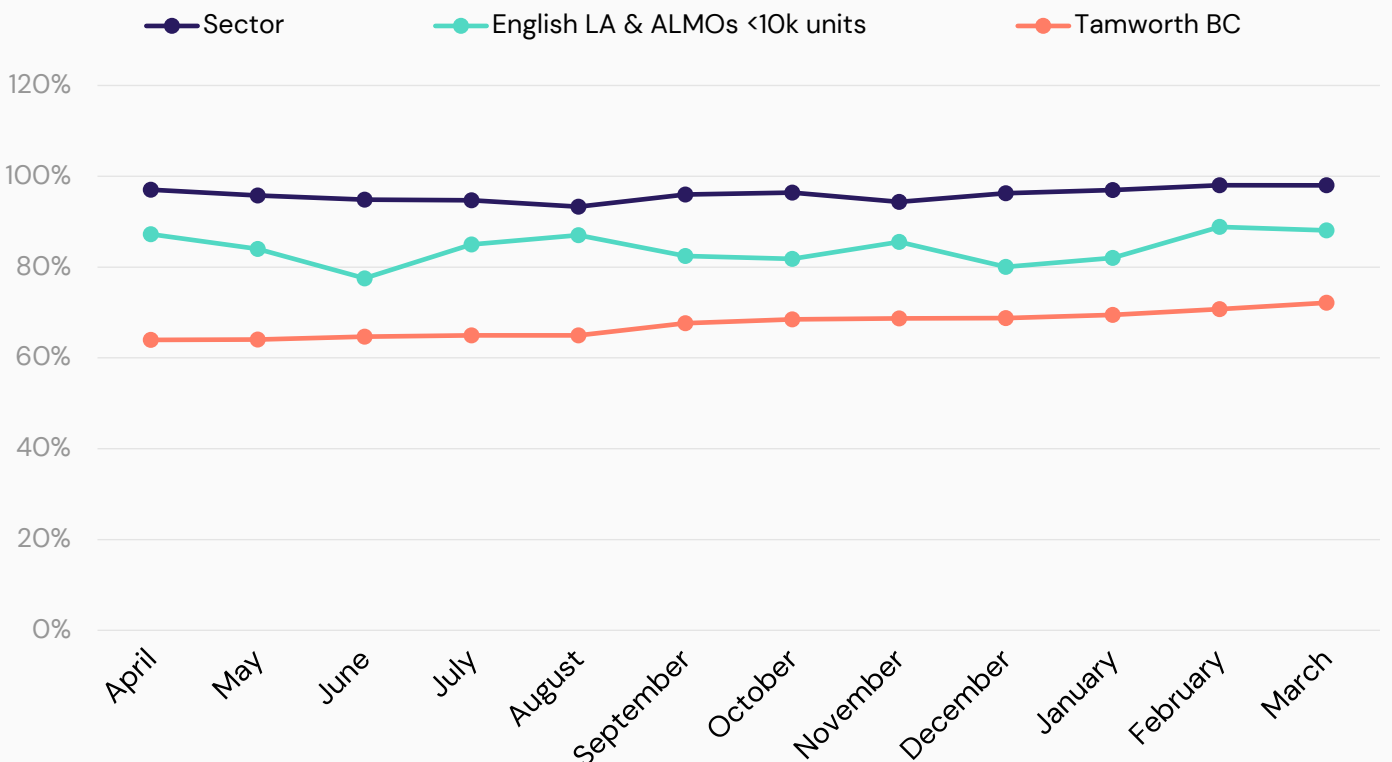


Asset management

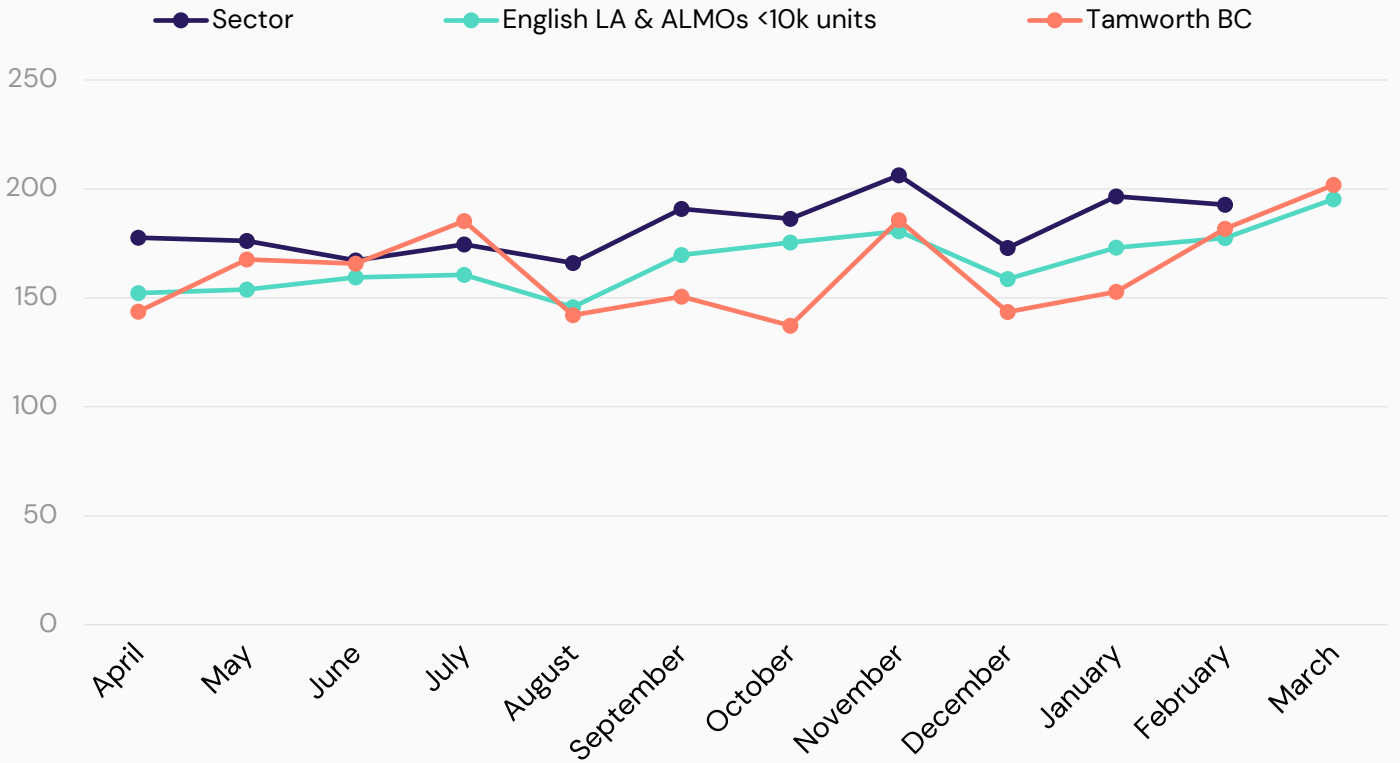
Proportion of homes with a valid gas safety certificate



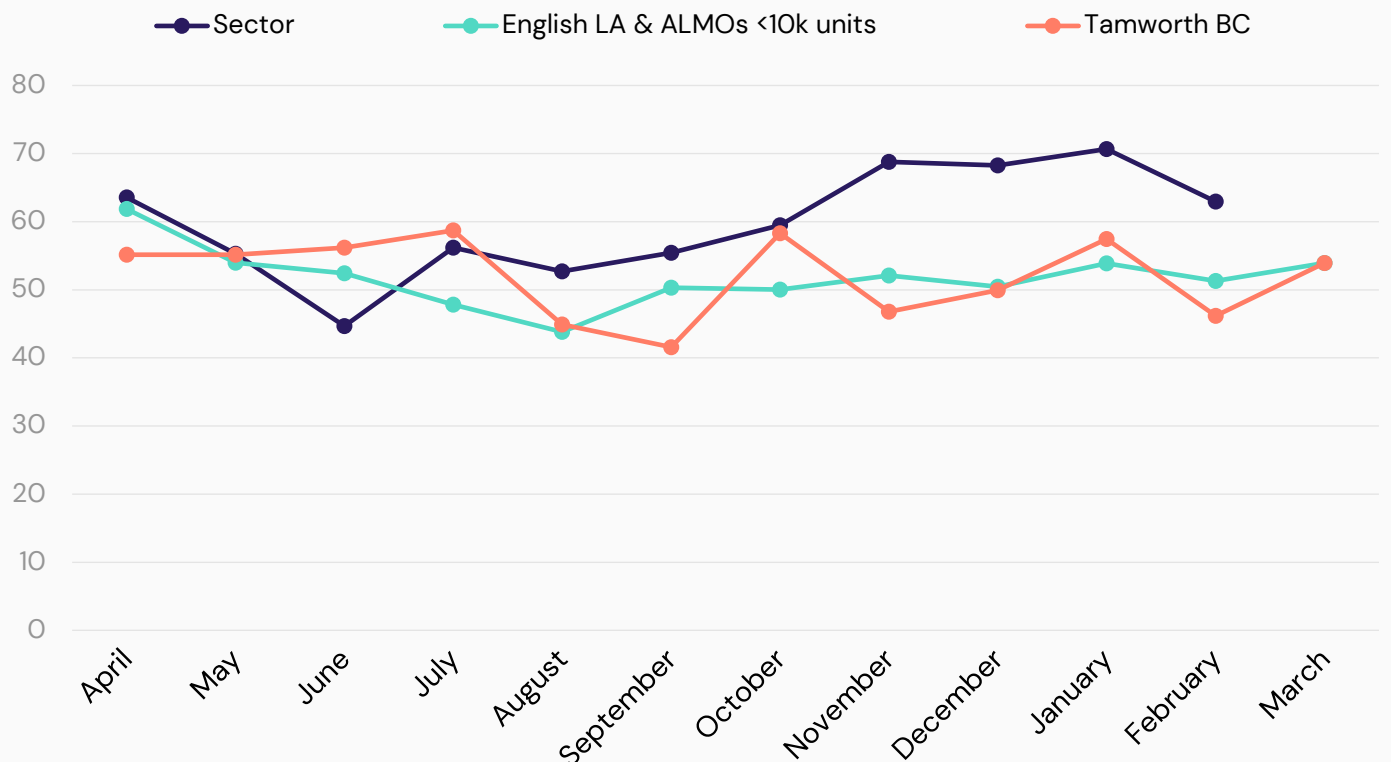
Proportion of properties with EICR certificates up to 5 years old



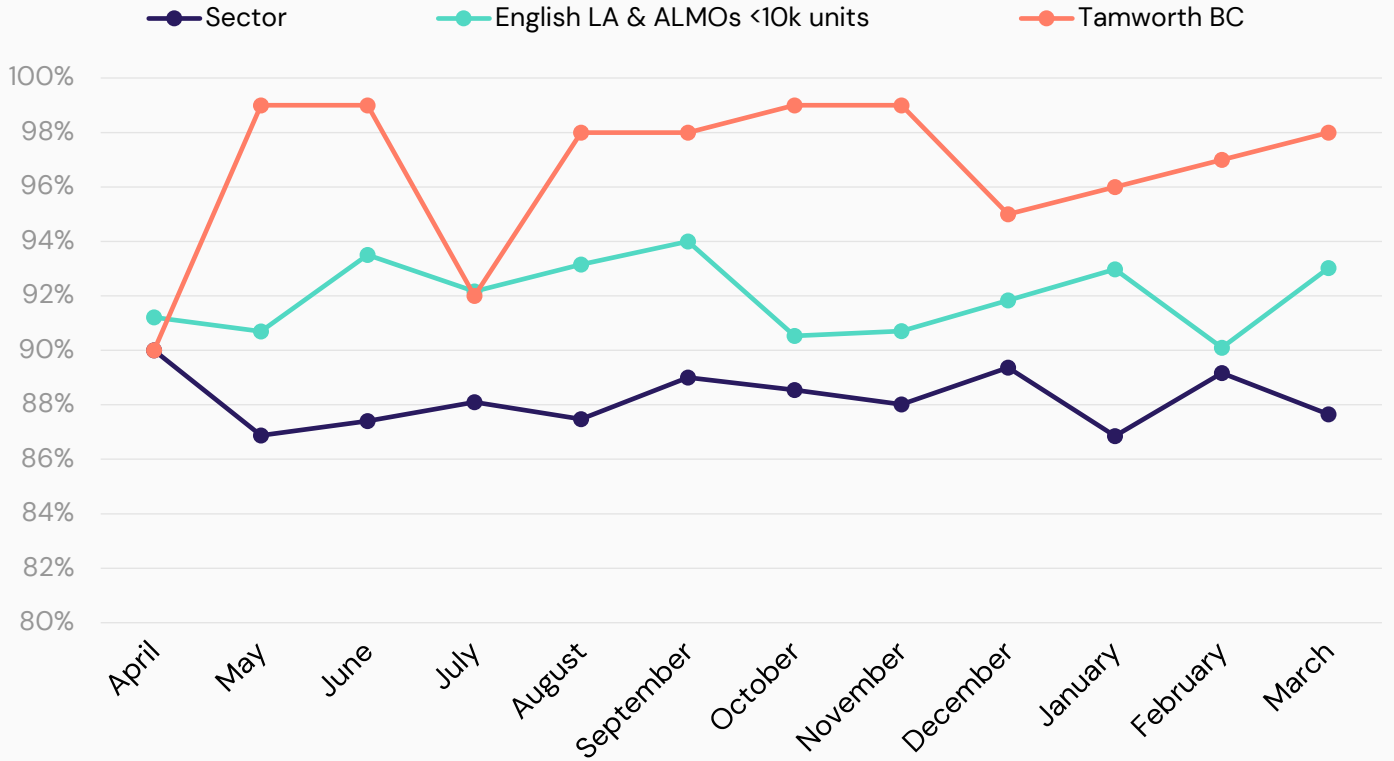
Non-emergency repairs completed in month per 1,000 units



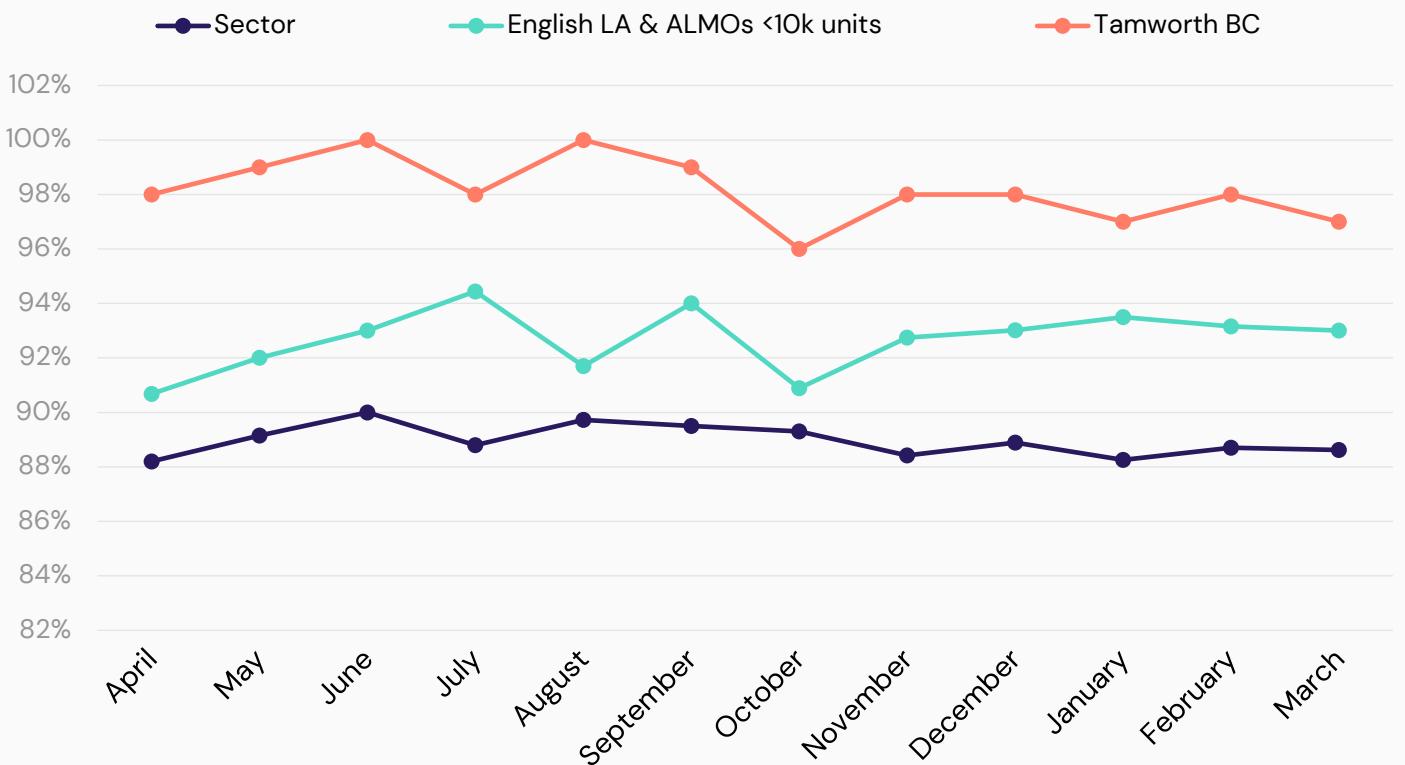
Emergency repairs completed in month per 1,000 units



Satisfaction with repairs completed right first time

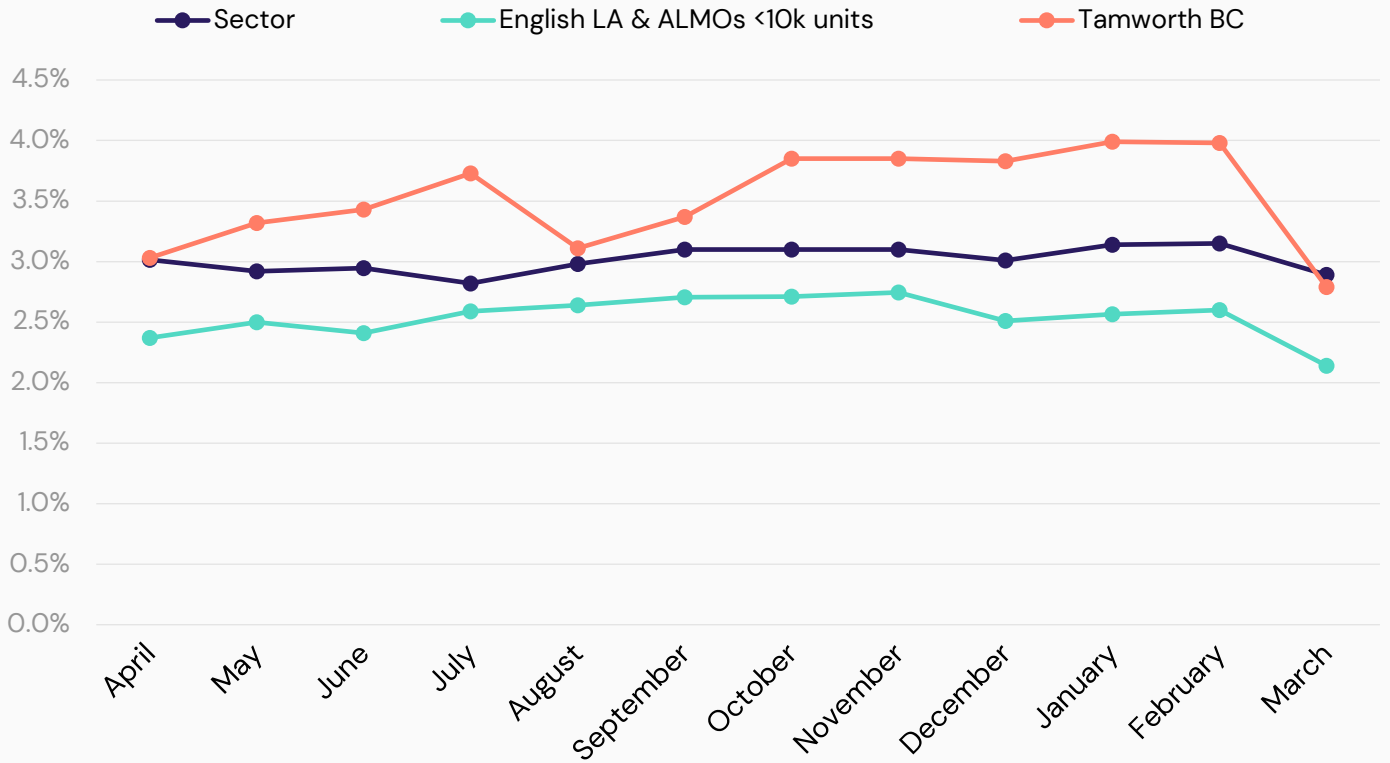


Satisfaction with repairs (transactional)

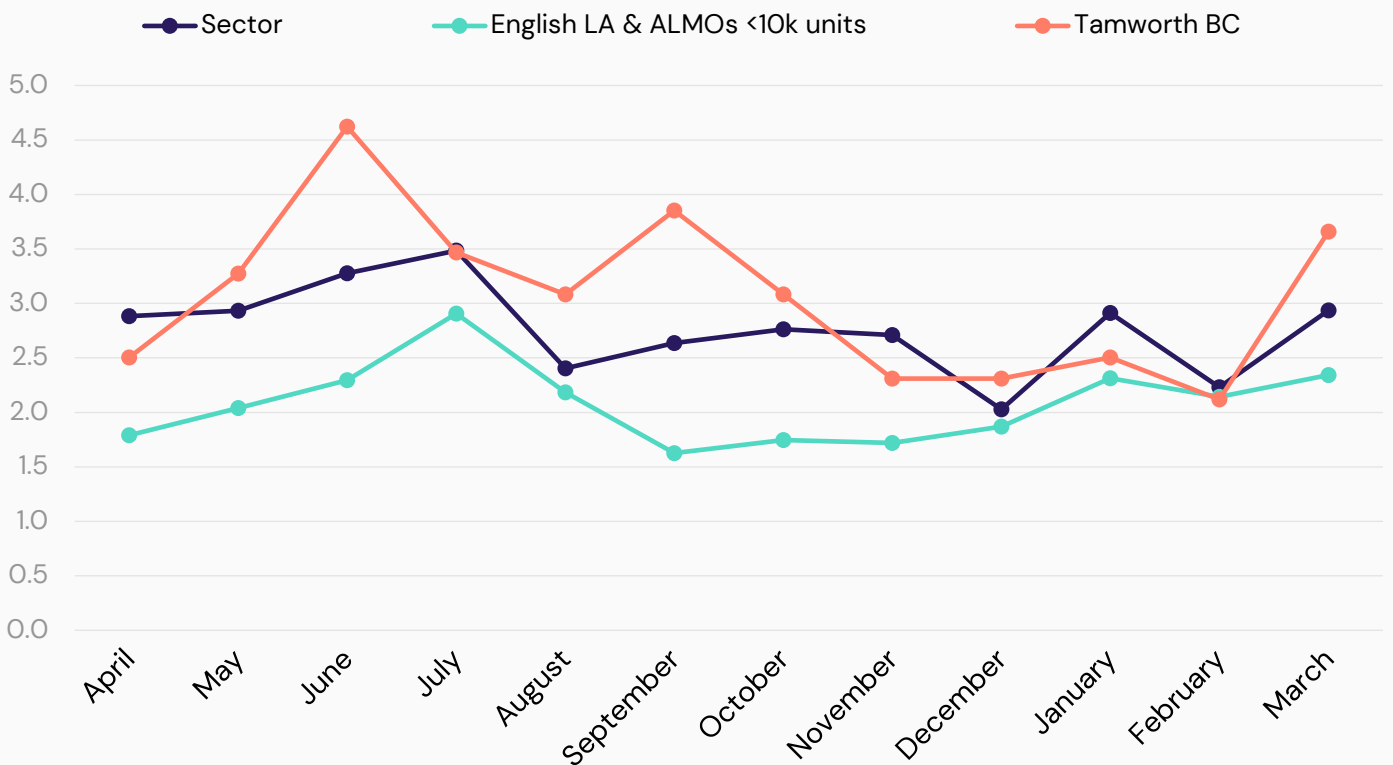


Housing management

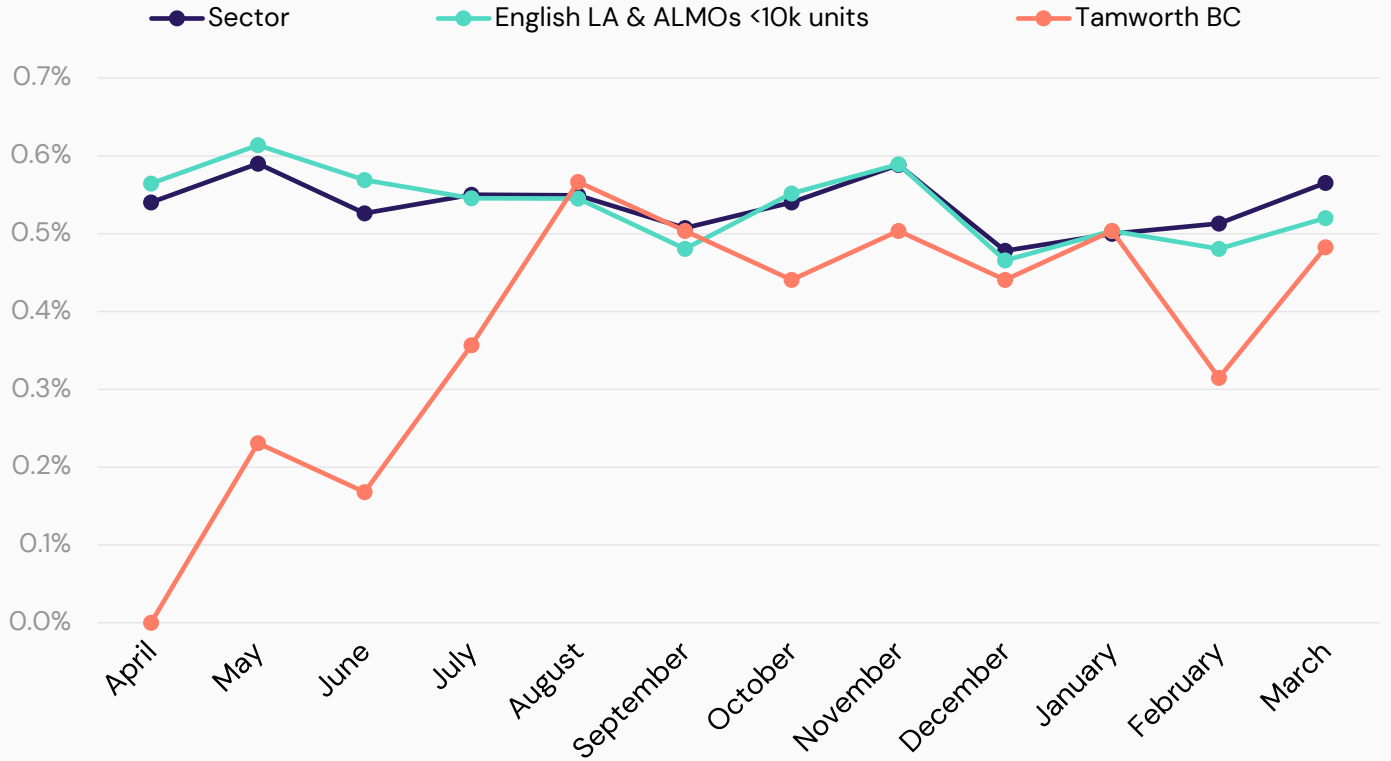
'True' current tenant arrears



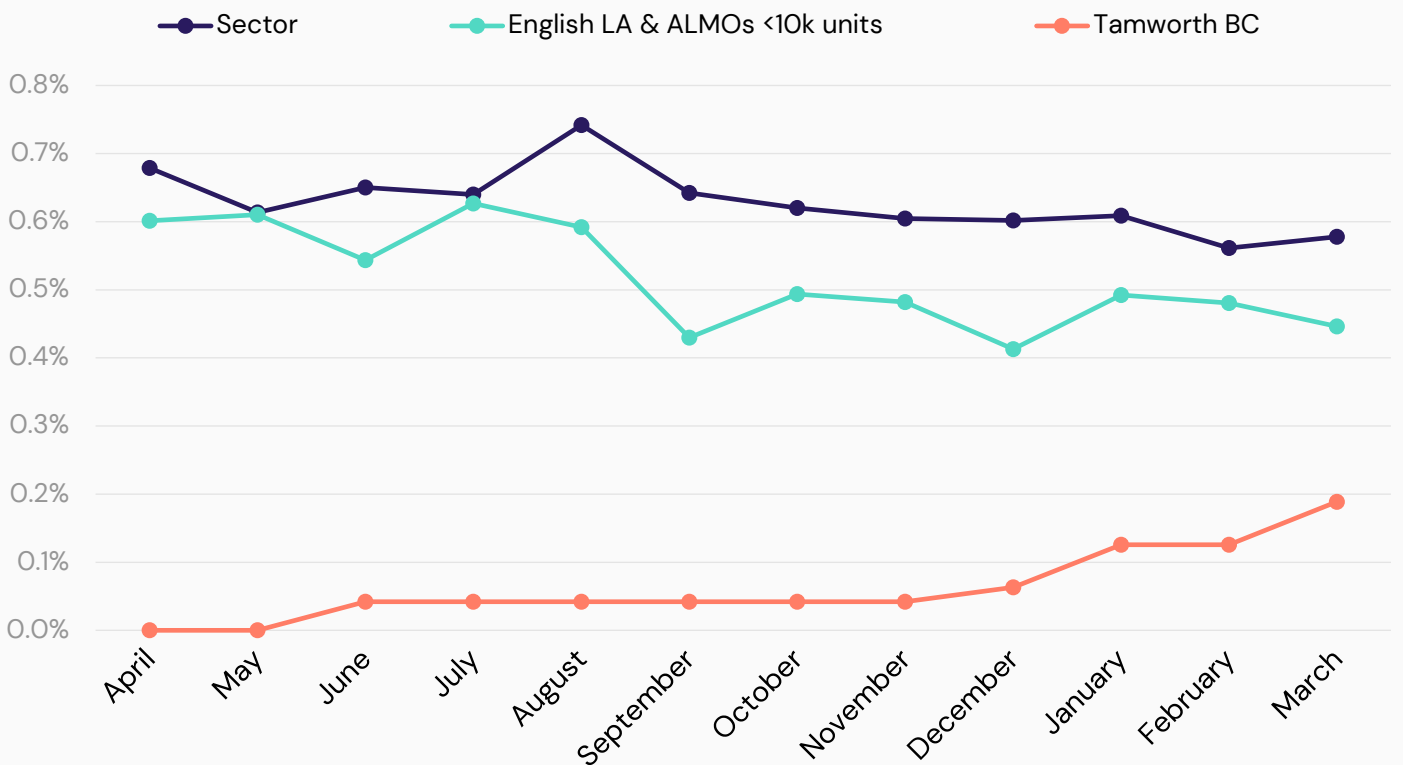
New ASB cases per 1,000 units



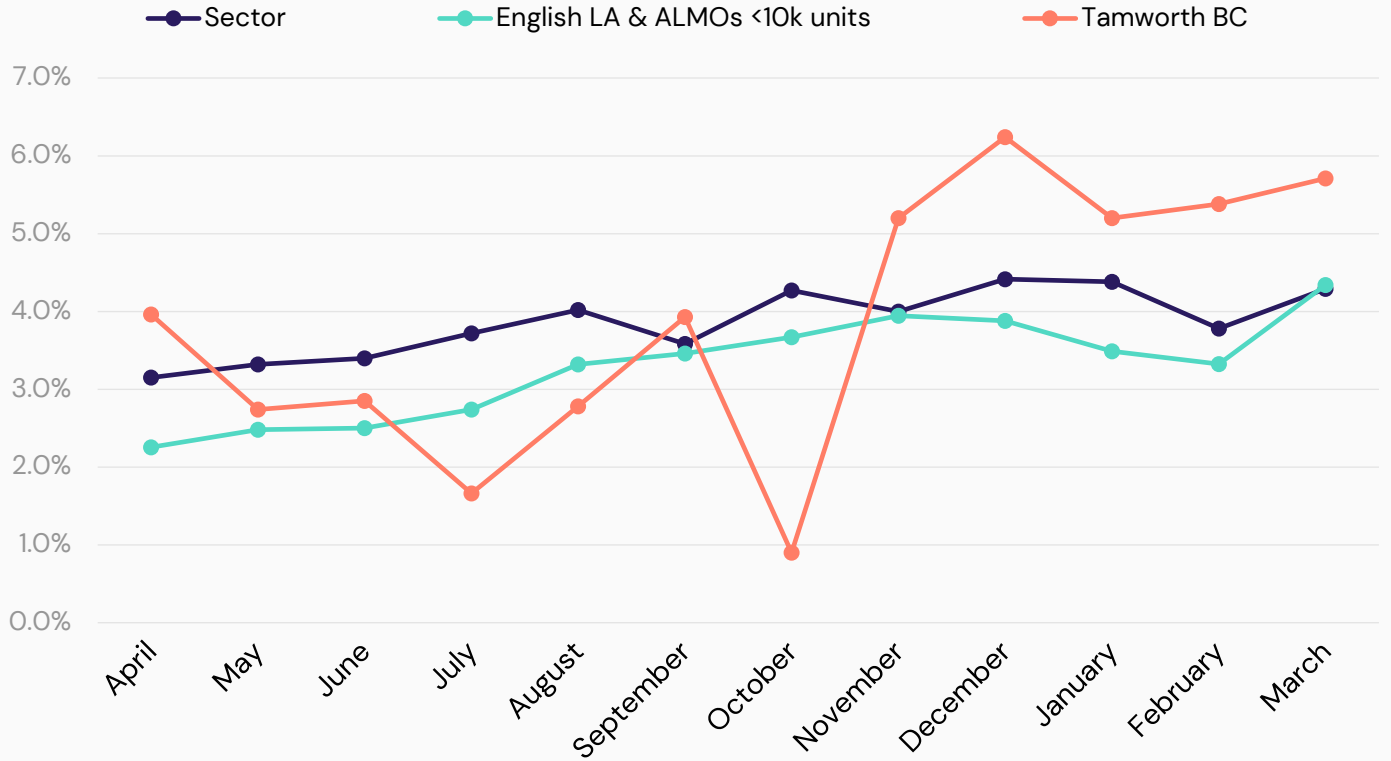
Proportion of social homes let



Proportion of dwellings vacant and available to let



Proportion of working days lost due to sickness absence



Technical note

The data presented in this report are based on results from almost 250 landlords across the UK submitting monthly performance results. The data period covers April 2021 to March 2022.

Peer groups

This summary compares your organisation against a broad peer group. The peer group was assigned to your organisation with two key criteria in mind that:

- 1 The profile and characteristics of the organisations in the group are similar and likely to show different results to other peers
- 2 The peer groups are small enough to be specific whilst ensuring there are enough peers to generate robust quartile results.

Quartiles

Quartile results for the sector and your broad peer group are presented in this report to indicate how your organisation compares to the other participants. This has been calculated using the numerical method. Results are only calculated if six or more organisations have submitted data for that particular measure.

With the data points arranged consistently in numerical order, the median is the middle value and the quartiles divide the dataset into four equal parts. The 4th quartile group, indicated by the number 4, represents the organisations with the highest values and the 1st quartile group, the lowest – regardless of whether having a high value is seen as positive or negative.

