

Performance Scorecard Quarter 1 2026/27 (30 June 2026)

Performance indicator		TSM	Actual	Target		Risk	HMQ*
Our resident experience							
Number of ASB cases per 1,000 homes		yes	3.9	17.2	↑	S10	1
Number of ASB cases involving hate crime per 1,000 homes		yes	0.0	0.0	■	S10	1
Our homes							
Percentage of residents satisfied with the repairs service (transactional survey)		no	100.0%	85.0%	↑	S10	
Percentage of homes that do not meet the DHS		yes	0.5%	0.0%	■	S6	3
Percentage of repairs completed within target timescale	emergency	yes	90.3%	98.0%	↑	S10	4
	non-emergency	yes	83.3%	85.0%	↑	S10	4
Our organisation							
Operating margin		no	5.94%	5.60%	↓	S15	4
Average re-let time (days)		no	57.26	40.00	↓	S15	4
Empty homes loss (£)		no	31,767	78,830	↓	S15	
Current rent arrears as a percentage of debit		no	1.38%	1.20%	↓	S15	1
Our people							
Colleague eNPS		no	+87	+50	↑	S18	

*HMQ – HouseMark benchmarking quartile 2024/25

On or above target	5	
Below but close to target	3	
Poor performance below target	3	
Improving	5	↑
No change	2	■
Declining	4	↓