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Charter Indicators and Data by Outcome	ies a	ınd	Sta	ında	ards			2													
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Indicator	₩ A	000	00	000	ة أ م م	o Out	000	히	2021/2022	2022/2023	2021/2022	2022/2023	2018/2019	2019/2020	2020/2021	2021/2022	2022/2023	2022/2023	2022/2023	2021/2022 to 2022/2023	Notes
Percentage of tenants satisfied with the overall service provided landlord	x	ĸ							88.8%	87.4%	82.2%	83.2%	90.1%	89.2%	88.9%	87.7%	86.7%	61.3%	100.0%	•	
2 - Percentage tenants who feel landlord good at keeping them informed about services and decisions	ıt	x x	x						92.3%	91.4%	84.9%	81.1%	91.6%	92.0%	91.7%	91.1%	89.7%	0.0%	100.0%	•	
3 & 4 - Percentage of all complaints responded to in full Stage 1		x x			x				98.0%	97.0%	94.6%	92.4%	98.4%	97.7%	96.9%	96.8%	95.3%	36.7%	100.0%	+	Landlord has met service user's expectations or provided full explanatio
3 & 4 - Percentage of all complaints responded to in full Stage 2		x x			x				95.2%	92.7%	91.3%	92.1%	94.2%	92.1%	92.6%	93.8%	92.5%	33.3%	100.0%	•	After investigation, landlord has met service user's expectations or provifull explanation.
3 & 4 - Average time in working days for full response Stage 1		x x			x				4.4	4.6	8.4	8.0	-	4.8	5.0	5.8	5.8	0.1	16.4	⇒	Collected from 2019/2020 onwards.
3 & 4 - Average time in working days for full response Stage 2		×			x				17.7	17.1	22.8	24.1	-	17.9	19.0	19.5	19.3	2.7	62.7	⇒	Collected from 2019/2020 onwards.
5 - Percentage tenants satisfied with opportunities given to participate in landlord decision making		××	x						88.2%	87.8%	79.3%	76.5%	86.5%	87.2%	86.6%	86.8%	85.9%	0.0%	100.0%	⇒	
6 - Percentage properties meeting SHQS year end			x	×			x		78.0%	87.8%	68.2%	70.9%	94.1%	94.4%	86.8%	72.9%	79.0%	0.0%	100.0%	1	
7 - Percentage tenants satisfied with quality of home			x	×			x		86.3%	84.6%	80.7%	81.8%	88.1%	87.2%	87.1%	85.4%	84.2%	55.8%	100.0%	•	
8 - Average hours to complete emergency repairs				x			×		3.4	3.6	4.8	4.7	3.6	3.6	4.2	4.2	4.2	0.9	16.7	->	
9 - Average working days to complete non- emergency repairs				x			x		8.6	7.9	9.2	9.7	6.6	6.4	6.7	8.9	8.7	0.7	21.6	->	
10 - Percentage reactive repairs completed right first time				x			x		87.9%	87.5%	88.7%	88.2%	92.5%	92.4%	91.5%	88.3%	87.8%	56.0%	100.0%	->	
11 - Number of times gas safety check not met				x					1,013	578	2,016	454	-	496	17,446	3,029	1,032	0	114	•	Shown as totals not averages. Collected from 2019/2020 onwards.
12 - Percentage tenants satisfied with repairs service				x			x		88.3%	87.8%	86.7%	89.4%	91.7%	91.4%	90.1%	88.0%	88.0%	60.9%	100.0%	->	
13 - Percentage tenants satisfied with landlord contribution to management of neighbourhood					x				85.8%	84.7%	81.2%	82.5%	87.8%	87.4%	86.1%	85.1%	84.3%	51.8%	100.0%	->	
14 - Percentage tenancy offers refused			x	×	x				25.3%	23.0%	40.1%	38.5%	36.3%	34.2%	31.9%	32.9%	30.9%	0.0%	58.2%	•	
15 - Percentage Anti-social behaviour cases resolved					x				96.2%	96.8%	93.2%	91.4%	94.4%	94.1%	94.4%	94.7%	94.2%	49.0%	100.0%	⇒	
16 - Percentage new tenancies sustained more than a year - all						x			90.5%	91.1%	91.0%	91.4%	88.8%	89.1%	90.9%	90.7%	91.2%	32.5%	100.0%	->	
16 - Percentage new tenancies sustained more than a year - existing tenants						x			93.7%	94.6%	94.6%	94.4%	93.3%	93.4%	94.4%	94.2%	94.5%	33.3%	100.0%	→	

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	Allo	Outc	Outc	Outc	Outc	Outc	Outc	2021/2022	2022/2023	2021/2022	2022/2023	2018/2019	2019/2020	2020/2021	2021/2022	2022/2023	2022/2023	2022/2023	2021/2022 to 2022/2023	
16 - Percentage new tenancies sustained more than a year - applicants assessed as statutory homeless by LA					×	x		90.6%	90.6%	89.9%	90.1%	89.8%	88.1%	90.2%	90.2%	90.3%	50.0%	100.0%	→	
16 - Percentage new tenancies sustained more than a year - applicants from housing list					×	x		89.7%	90.8%	90.2%	91.2%	87.8%	88.3%	90.2%	89.9%	90.9%	33.3%	100.0%	1	
16 - Percentage new tenancies sustained more than a year - nominations from LA (RSLs only)					x			89.4%	89.8%		-	87.6%	91.5%	90.0%	89.4%	89.8%	0.0%	100.0%	⇒	
16 - Percentage new tenancies sustained more than a year - others					x			88.2%	85.2%	88.5%	89.0%	82.0%	85.1%	87.6%	88.2%	86.3%	0.0%	100.0%	•	
17 - Percentage lettable self-contained houses that became vacant in year					x x			7.9%	7.5%	7.6%	7.4%	8.6%	8.4%	6.9%	7.8%	7.4%	0.0%	100.0%	-	
18 - Percentage of rent due lost through empty properties							x	1.2%	1.1%	1.6%	1.7%	0.9%	0.9%	1.4%	1.4%	1.4%	0.0%	13.1%	>	
19 - Households waiting for adaptations	×			x	x			2,018	2,023	3,072	3,042	-	3,831	4,900	5,090	5,065	0	5,065	•	Shown as totals not averages. Collected from 2019/2020 onwards.
20 - Total cost of adaptations completed in year by source of funding (£)	×			x				£21.0m	£23.6m	£16.1m	£19.1m	-	£35.5m	£21.2m	£37.1m	£42.6m	£	£42.6m	1	Shown as totals not averages. Collected from 2019/2020 onwards.
21 - Average time to complete adaptations	×			x	x			55.3	46.8	53.6	46.9	45.6	41.5	58.0	54.4	46.8	9.2	188.5	•	
22 - Percentage of court actions initiated resulted in eviction				x	x			25.9%	21.1%	16.3%	13.5%	19.8%	17.9%	22.1%	21.8%	17.2%	0.0%	150.0%	•	
22 - Percentage of court actions initiated resulted in eviction for anti-social behaviour				x	x			6.5%	3.8%	4.3%	2.0%	1.1%	0.8%	6.4%	5.6%	2.9%	0.0%	100.0%	-	
22 - Percentage of court actions initiated resulted in eviction for rent not paid				x	x			17.4%	16.7%	11.5%	11.2%	18.4%	16.9%	14.7%	14.9%	13.9%	0.0%	150.0%	-	
22 - Percentage of court actions initiated which resulted in eviction for other reasons				x	x			2.0%	0.6%	0.4%	0.2%	0.3%	0.3%	0.9%	1.3%	0.4%	0.0%	50.0%	-	
23 - Percentage of offers result in let					x x			90.7%	82.5%		-	-	74.1%	79.6%	90.7%	82.5%	50.9%	103.1%	•	Collected from 2019/2020 onwards.
23 - Percentage of Section 5 and other referrals for homeless households by LA result in offer	×				x x			47.9%	37.8%		-	-	52.0%	53.3%	47.9%	37.8%	0.0%	113.4%	•	Collected from 2019/2020 onwards.
24 - Percentage of homeless households referred to RSLs under Section 5 and other referral routes	×				x x			-	-	27.4%	26.3%	-	27.4%	29.7%	27.4%	26.3%	0.0%	100.0%	•	Collected from 2019/2020 onwards.
25 - Percentage tenants who feel rent for property represents good value for money						,	(x	82.8%	81.8%	81.0%	81.9%	83.2%	83.6%	82.8%	82.5%	81.8%	48.2%	100.0%	->	
26 - Percentage collected of rent due							x	99.8%	99.2%	98.6%	98.8%	99.1%	99.3%	99.1%	99.3%	99.0%	94.0%	104.8%	->	
27 - Percentage gross rent arrears of rent due							x	4.2%	4.5%	8.7%	9.6%	5.7%	5.8%	6.1%	6.3%	6.9%	0.0%	17.4%	→	
28 - Average management fee per factored property)	« x	£121.68	£124.18	£57.09	£58.43	£93.73	£101.64	£103.12	£105.43	£107.59	£0.00	£393.60	•	

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29 - Percentage factored owners satisfied with factoring service	x)	×	67.1%	63.1%	51.0%	51.2%	67.0%	66.8%	65.1%	65.4%	61.8%	0.0%	100.0%	•	
30 - Average calendar days to re-let properties)	c	43.9	44.1	59.4	66.9	31.9	31.5	56.3	51.6	55.6	3.4	200.9	1	
31 - Average weekly rent per Gypsies/Travellers pitch)	xx	£52.78	£57.12	£77.45	£76.17	£69.62	£72.14	£73.86	£75.97	£75.31	£50.00	£95.22	-	
32 - Percentage Gypsies/Travellers satisfied with landlord management of site	×)	xx	0.0%	75.0%	75.5%	75.6%	79.3%	72.6%	75.9%	70.5%	75.6%	33.3%	100.0%	1	
C2.1 Number of lets to existing tenants	×				x			4,259	4,260	5,828	5,123	10,031	10,228	7,711	10,087	9,383	0	802	+	Shown as totals not averages.
C2.2 Number of lets to housing list applicants	x				x			12,742	11,813	7,177	6,332	24,425	23,241	14,538	19,919	18,145	0	804	+	Shown as totals not averages.
C2.3 Number of mutual exchanges	x				x			1,370	1,298	1,727	1,378	3,193	3,044	1,514	3,097	2,676	0	181	•	Shown as totals not averages.
C2.4 Number of lets from other sources	x				x			848	910	231	675	1,176	986	801	1,079	1,585	0	169	1	Shown as totals not averages.
C2.5 Number of lets to homeless applicants (LA)	x				×			-	-	11,387	11,520	11,404	11,313	9,901	11,387	11,520	0	1,079	1	Shown as totals not averages. Only collected for LAs.
C2.5.1 Number of applicants assessed as statutorily homeless by LA - section 5 referrals (RSL)	x				×			5,800	5,561	-	-	4,416	4,624	5,267	5,800	5,561	0	1,316	+	Shown as totals not averages. Only collected for RSLs.
C2.5.2 Number of applicants assessed as statutorily homeless by LA - nominations from LA (RSL)	x				×	x		1,402	1,575		-	1,673	1,569	1,442	1,402	1,575	0	969	1	Shown as totals not averages. Only collected for RSLs.
C2.5.3 Number of applicants assessed as statutorily homeless by LA - other (RSL)	x				×			2,167	2,330	-	-	2,136	2,134	1,969	2,167	2,330	0	256	1	Shown as totals not averages. Only collected for RSLs.
C2.6 Number of other nominations from local authorities (RSL)	x				×	x		1,053	894	-	-	959	1,222	758	1,053	894	0	130	+	Shown as totals not averages. Only collected for RSLs.
C3.1 General needs lets	x				×			22,930	21,875	21,921	20,942	48,443	47,428	35,612	44,851	42,817	0	2,646	+	Shown as totals not averages.
C3.2 Supported housing lets	x				x			5,341	5,468	2,702	2,708	7,750	7,892	6,775	8,043	8,176	0	969	1	Shown as totals not averages.
C4.1 Properties abandoned				x	x			1,181	1,321	1,582	1,766	3,515	3,380	2,196	2,763	3,087	0	281	-	Shown as totals not averages.
C5.1 Percentage average weekly rent increase to be applied next year)	×	3.2%	5.4%	1.7%	3.8%	3.0%	2.5%	1.2%	3.0%	5.1%	0.0%	10.0%	•	
C6.1 Households housing costs received directly in year								182,650	183,767	209,991	208,673	382,472	375,108	380,194	392,641	392,440	0	30,336	•	Shown as totals not averages.
C6.2 Value of direct housing cost payments received								£727.6m	£756.8m	£659.2m	£665.1m	£1,226.4m	£1,220.0m	£1,301.3m	£1,386.8m	£1,422.0m	£0.0m	£122.1m	•	Shown as totals not averages.
C7 - Percentage former tenant rent arrears written off								34.3%	35.7%	24.1%	22.6%	37.9%	34.4%	31.9%	27.6%	27.1%	0.0%	88.2%	•	

Charter Indicators and Data by Outcome	es ar	nd S	Stan	dard	s															
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	Allo	out o	3 8 8	9 2	9000	Out		2021/2022	2022/2023		2022/2023	2018/2019	2019/2020	2020/2021	2021/2022		2022/2023	2022/2023	2021/2022 to 2022/2023	
C9.2 Self-contained stock exempt from SHQS (at end of the reporting year)			x					8,791	7,817	6,992	6,489	12,665	11,345	19,630	15,783	14,306	0	1,819	•	Shown as totals not averages.
C9.4.1 Self-contained stock failing SHQS for one criterion (at end of the reporting year)			x >					72.0%	81.7%	73.5%	73.4%	88.5%	79.8%	94.0%	73.0%	75.3%	0.0%	100.0%	1	Shown as percentage of units failing SHQS end year.
C9.4.2 Self-contained stock failing SHQS for two or more criteria (at end of the reporting year)			x >					28.0%	18.3%	26.5%	26.6%	11.5%	20.2%	6.0%	27.0%	24.7%	0.0%	100.0%	•	Shown as percentage of units failing SHQS end year.
All self-contained units							×	296,608	300,997	320,951	322,972	600,856	606,579	611,577	617,559	623,969	1	42,718	•	Shown as totals not averages.
Lettable self-contained units - 1 Apt							×	6,774	6,613	3,316	3,222	10,327	10,379	10,178	10,090	9,835	0	2,762	-	Shown as totals not averages.
Lettable self-contained units - 1 Apt - Average weekly rent							×	£80.82	£84.01	£65.90	£66.46	£70.22	£73.47	£73.71	£75.92	£78.26	£19.61	£122.61	•	The max average weekly rent excludes landlords that provide housing to supported clients to provide a more representative value for general or mixed provision housing.
Lettable self-contained units - 2 Apt							×	86,264	88,015	78,800	79,548	163,018	162,867	164,387	165,064	167,563	0	8,175	-	Shown as totals not averages.
Lettable self-contained units - 2 Apt - Average weekly rent							×	£87.79	£90.92	£74.24	£75.21	£76.10	£78.05	£79.78	£81.32	£83.46	£55.28	£106.77	-	The max average weekly rent excludes landlords that provide housing to supported clients to provide a more representative value for general or mixed provision housing.
Lettable self-contained units - 3 Apt							×	126,943	132,367	148,517	148,971	268,881	271,454	274,705	275,460	281,338	0	21,587	-	Shown as totals not averages.
Lettable self-contained units - 3 Apt - Average weekly rent							×	£89.84	£92.67	£79.37	£80.60	£77.70	£80.12	£82.72	£84.20	£86.28	£64.92	£114.34	•	The max average weekly rent excludes landlords that provide housing to supported clients to provide a more representative value for general or mixed provision housing.
Lettable self-contained units - 4 Apt							×	59,017	60,772	73,316	73,995	129,966	132,035	132,100	132,333	134,767	0	9,519	-	Shown as totals not averages.
Lettable self-contained units - 4 Apt - Average weekly rent							×	£99.10	£102.24	£85.36	£87.15	£84.43	£87.09	£89.84	£91.49	£93.96	£64.69	£124.84	•	The max average weekly rent excludes landlords that provide housing to supported clients to provide a more representative value for general or mixed provision housing.
Lettable self-contained units - 5+ Apt							×	9,015	9,139	8,951	9,070	17,288	18,127	17,758	17,966	18,209	0	1,272	-	Shown as totals not averages.
Lettable self-contained units - 5+ Apt - Average weekly rent							×	£109.34	£113.15	£92.09	£94.23	£93.49	£96.18	£100.02	£100.75	£103.72	£75.79	£139.05	•	The max average weekly rent excludes landlords that provide housing to supported clients to provide a more representative value for general or mixed provision housing.
Lettable self-contained units - Total							×	288,013	296,906	312,900	314,806	589,480	594,862	599,128	600,913	611,712	1	41,966	-	Shown as totals not averages.
Lettable self-contained units - Total - Average weekly rent							×	£91.52	£94.55	£79.70	£81.02	£79.07	£81.48	£83.84	£85.37	£87.59	£64.69	£114.22	•	The max average weekly rent excludes landlords that provide housing to supported clients to provide a more representative value for general or mixed provision housing.