

Charter Indicators and Data by Outcomes and Standards

Indicator	All outcomes	Outcome1	Outcome2	Outcome3	Outcome4	Outcome5	Outcome6, 8, 9, 10	Outcome11	Outcome12	Outcome13	Outcome14, 15	Outcome16	Units & wky rents	RSLs		LAs		All landlords								Notes
														Average 2021/2022	Average 2022/2023	Average 2021/2022	Average 2022/2023	Average 2018/2019	Average 2019/2020	Average 2020/2021	Average 2021/2022	Average 2022/2023	Min 2022/2023	Max 2022/2023	Change in average 2021/2022 to 2022/2023	
1 - Percentage of tenants satisfied with the overall service provided landlord	x	x												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		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 explanation.
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 provided full 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	x				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	x	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				x			78.0%	87.8%	68.2%	70.9%	94.1%	94.4%	86.8%	72.9%	79.0%	0.0%	100.0%	↑	
7 - Percentage tenants satisfied with quality of home					x	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				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	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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															Average 2021/2022	Average 2022/2023	Average 2021/2022	Average 2022/2023	Average 2018/2019	Average 2019/2020	Average 2020/2021	Average 2021/2022	Average 2022/2023	Min 2022/2023	Max 2022/2023		Change in average 2021/2022 to 2022/2023
16 - Percentage new tenancies sustained more than a year - applicants assessed as statutory homeless by LA									x	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	x					89.7%	90.8%	90.2%	91.2%	87.8%	88.3%	90.2%	89.9%	90.9%	33.3%	100.0%		
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			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				x									£21.0m	£23.6m	£16.1m	£19.1m	-	£35.5m	£21.2m	£37.1m	£42.6m	£	£42.6m		Shown as totals not averages. Collected from 2019/2020 onwards.
21 - Average time to complete adaptations		x				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	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	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	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	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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															Average	Average	Average	Average	All landlords					Min	Max		Change in average
																			2021/2022	2022/2023	2021/2022	2022/2023	Average				
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	x										72.0%	81.7%	73.5%	73.4%	88.5%	79.8%	94.0%	73.0%	75.3%	0.0%	100.0%	📈	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	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														x	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														x	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														x	£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														x	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														x	£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														x	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														x	£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														x	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														x	£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														x	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														x	£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														x	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														x	£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.