September 2026

Monthly performance report

Our latest performance information highlights how we have performed over the last month. The quality of our services are measured against targets and tolerances that have been set and approved by the board. If we do not meet our targets or tolerances, we seek to find out why they have not been met and how we can meet them in the future. You'll find a key at the bottom of each page and a guide at the end of this report to help you understand the information presented.

97%

of tenants satisfied with the standard of their home

90% | 85%

82%

overall satisfaction with repairs service

88% | 83%

81%

overall satisfaction with planned maintenance service

95% | 90%

57%

satisfaction with anti-social behaviour case handling

75% | 70%

50%

satisfaction with formal complaint handling

60% | 55%

95%

repair appointments kept

95% | 92%

23 days

average number of days to re-let empty homes

26 days | 28 days

3.6%

tenancy turnover

3.5% | 4.5%

Target agreed by board

Tolerance agreed by board

Target achieved

Within tolerance

Target missed

No data available

South Liverpool Homes

September 2026

Monthly performance report



83%

follow-on repairs completed within target

95% | 90%

0.34%

homes empty and not available

0.13% | 0.15%

£278,000

value for money gains

0.69%

void loss

0.50% | 0.50%

98.66%

income collected

99.3% | 98.0%

3.92%*

current tenant rent arrears

4.19% | 4.50%

0.39%

former tenant rent arrears

0.36% | 0.60%

5.40%*

total arrears

5.77% | 6.10%

83%

homes at EPC C or above

Target agreed by board

Tolerance agreed by board

Target achieved

Within tolerance

Target missed

Annual measure (no monthly target or tolerance)

No data available

How to read this report

What do the colours mean?

GREEN - Target achieved - Performance has met or exceeded the target set by the Board.
AMBER - Within tolerance - Performance has not reached the target but remains within an acceptable range
RED - Target missed - Performance has fallen below both the target and the agreed tolerance level
BLUE - Annual measure - no monthly target or tolerance
GREY - Data not available or not applicable

What do KPI, target and tolerance mean?

- KPI (Key Performance Indicator) - A measure used to assess how well a service is performing.
- Target - The level of performance we aim to achieve.
- Tolerance - An agreed minimum level of performance. If performance falls below this level, it is considered to have missed target.

Understanding our performance indicators

- Tenants satisfied with the standard of their home - Measures how satisfied customers are with the condition and quality of their home when they move in.
- Overall satisfaction with repairs service - Measures how satisfied customers are with the repairs service they have received following the completion of an emergency, urgent or routine repair.
- Overall satisfaction with planned maintenance service - Measures how satisfied customers are with larger planned improvement works in their home, such as kitchens, bathrooms or external improvements.
- Satisfaction with anti-social behaviour case handling - Measures how satisfied customers are with the way anti-social behaviour cases are managed.
- Satisfaction with formal complaint handling - Measures customer satisfaction with how complaints are handled.
- Repairs appointments kept - The percentage of urgent and routine repairs appointments attended as agreed.
- Average number of days to re-let empty homes - Measures how quickly empty homes are prepared and let to new customers, helping reduce waiting times and lost rental income.
- Tenancy turnover - The percentage of homes where a tenancy ended during the reporting period.
- Stock condition surveys completed - Measures progress in surveying homes to understand their condition and future investment needs. Homes are surveyed every five years.
- Follow-on repairs completed within target - The percentage of repairs requiring an additional visit that are completed within 28 days.
- Homes empty and not available - The proportion of homes that are currently empty and not ready to be let to a new customer, usually because major works are taking place.
- Value for money gains - Savings or efficiencies achieved through improving the way we deliver services and make best use of our resources, helping us reinvest more money into homes and services.
- Void loss - Rental income lost because homes are empty and not generating rent.
- Income collected - The percentage of rent and service charges collected.
- Current tenant rent arrears - Outstanding rent owed by current customers.
- Former tenant rent arrears - Outstanding rent owed by former customers who no longer live in an SLH home.
- Total arrears - The total amount owed to SLH by current and former customers, including rent arrears and other debts such as court costs.
- Homes at EPC C or above - The percentage of homes with an Energy Performance Certificate (EPC) rating of C or higher. EPC ratings show how energy efficient a home is and how much it may cost to heat and power.

Footnote
* These performance indicators are measured seasonally rather than on a month-by-month basis.
** These performance indicators are measured annually rather than on a month-by-month basis.

South Liverpool Homes