



Tenant Performance, Engagement & Influence Dashboard

Quarter 1, 2026/27

A tenant-friendly look at how we performed on repairs, safety and community engagement this quarter - and what your feedback has changed.

What's in this report

A quick guide to what you'll find on each page.

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PART 1

A Message from Our Operations Director

Why we publish this dashboard every quarter

This dashboard is our commitment to you: an honest, quarterly look at how we're performing, told in plain English - not just when things go well, but when they don't.

This quarter, repairs and safety performance were strong, and every complaint was answered on time. But we also want to be upfront about where we're not yet hitting target - rent arrears, re-let times, and how well we're reaching every tenant we house, not just those who find it easiest to get involved.

Every entry in the 'You Said, We Did' section of this report is real - drawn from actual tenant feedback, complaints, and scrutiny by tenants themselves through Tenant Voice and our Complaint Learning Forum. That's the whole point of publishing this: feedback that actually changes what we do, not just gets logged and filed.

MR

Mike Redford

Operations Director

Tenants surveyed this
quarter:

102

PART 2

Keeping Your Home Safe, and Repairs Performance

The checks we run in every home, and how repairs went this quarter

Safety checks across the 'Big 6'

We check gas, electrical, fire, water (legionella), asbestos and lift safety in every home and building where they apply. Here's exactly how each area performed this quarter.

GAS SAFETY CHECKS COMPLETED 100% Target: 100% • 291 of 291 checks On target	ELECTRICAL SAFETY CHECKS COMPLETED 98.2% Target: 100% • 54 of 55 checks Close to target	FIRE RISK ASSESSMENTS COMPLETED 100% Target: 100% • 239 of 239 checks On target
LEGIONELLA / WATER SAFETY CHECKS COMPLETED 100% Target: 100% • 123 of 123 checks On target	ASBESTOS MANAGEMENT SURVEYS COMPLETED 100% Target: 100% • 10 of 10 checks On target	LIFT SAFETY CHECKS COMPLETED 100% Target: 100% • 105 of 105 checks On target

The one gap - one electrical safety check - was down to access, not oversight. We served a Notice to Quit, met with the tenant, and access was agreed; the test has since been carried out, the certificate issued, and the case closed.

Damp and mould (Awaab's Law)

Since October 2025, Awaab's Law has set strict legal timescales for investigating and fixing damp, mould and other serious hazards. Here's our performance against those timescales this quarter.

EMERGENCY HAZARDS MADE SAFE WITHIN 24HRS 100% Target: 95%+ On target	SIGNIFICANT HAZARDS INVESTIGATED WITHIN 10 WORKING DAYS 100% Target: 100% On target	SIGNIFICANT HAZARDS: PROPERTY MADE SAFE WITHIN 5 WORKING DAYS 100% Target: 100% On target
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Confirmed

Full compliance percentages for every Big 6 area and Awaab's Law measure - including numbers of remedial actions and how quickly they were resolved - are available on request and published in our Annual Report.

Repairs performance

NON-EMERGENCY REPAIRS ON TIME 99% Target: 90% On target	EMERGENCY REPAIRS MADE SAFE WITHIN 24HRS 100% Target: 95% On target	ROUTINE REPAIRS COMPLETED WITHIN 15 WORKING DAYS 98.7% Target: 95%+ On target
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What tenants told us about their repair

We surveyed tenants directly about their experience of the contractor who did the work - 96 responses across 16 contractors.

Appt. kept		98.9%
Appt. made		97.9%
Polite		96.8%
ID badge		94.4%
Tidy		92.6%
Satisfied		92.7%
On time		90.5%

What this tells us

Repairs completed on time is the area with most room to improve. We've spotted that one high-volume contractor's on-time performance is below our average, and we're prioritising them for a contractor appraisal - alongside a new six-month defect liability clause now built into all our contractor tenders.

PART 3

Investing in Your Home

How we're maintaining and improving the homes you live in

HOMES MEETING THE DECENT HOMES STANDARD

100%

Target: 100%

On target

HOMES WITH AN UP-TO-DATE CONDITION SURVEY

80%

Target: 100%

Below target

HOMES WITH AN ENERGY RATING OF C OR ABOVE

76%

Target: 80%+ • ahead of similar landlords (74%)

On target

KITCHENS, BATHROOMS & BOILERS REPLACEMENT PROGRAMME

0%

Target: 100% by year end

For context

Every one of our homes meets the government's Decent Homes Standard - none fell below it this quarter. We're still working through condition surveys on the remaining fifth of our homes, mostly down to access; we've agreed new appointment arrangements with our surveyors, including evenings and weekends, to help close the gap.

On energy ratings, 76% of our homes are already rated C or above - ahead of similar landlords - and we're working towards 80%+ by year end, which matters for keeping your energy bills down.

What this tells us

0% on the replacement programme looks alarming on its own, but it reflects where we are in the year, not a standstill: this quarter was spent on planning, design and tendering, including new contracts through the Procurement for Housing Framework. Delivery of kitchens, bathrooms and boilers starts in Quarter 2, building towards 100% by year end.

PART 4

The Numbers

Satisfaction, complaints, and how we compare - our key figures from this quarter's Tenant Insight & KPI Report

Satisfaction, complaints and getting through to us

TENANTS SATISFIED OVERALL 87% Target: 85% On target	COMPLAINTS ANSWERED ON TIME 100% Target: 100% On target
CALLS ANSWERED 96% Target: 93%+ On target	STAGE 1 COMPLAINTS PER 1,000 HOMES 12.7 Sector typical: ~25.5 For context
ASB CASES REPORTED PER 1,000 HOMES 6 Sector typical: ~9.9 For context	HATE-RELATED ASB CASES PER 1,000 HOMES 0 Sector typical: ~0.9 For context

Your home and neighbourhood

HOMES OCCUPIED 99.37% Target: 99% On target	RENT ARREARS 3.03% Target: 2.8% Below target
AVERAGE TIME TO RE-LET A HOME 40 days Target: 28 days Below target	RENT LOST TO EMPTY HOMES 0.17% Target: 0.6% On target
HOME VISITS COMPLETED 83% Target: 100% • up from 59% Below target	ESTATE INSPECTIONS ON TIME 88% Target: 100% • up from 59% Below target

Every Stage 1 and Stage 2 complaint this quarter was responded to within the Housing Ombudsman's timescales, and our complaint and ASB numbers both compare well against similar landlords. We know ASB and hate crime can be under-reported, so alongside these figures we're running awareness work - including through home visits and our newsletter - to make sure every tenant knows how to report a concern and feels confident doing so.

Rent arrears, re-let times, home visits and estate inspections are all below target this quarter - largely down to a small number of complex cases and some temporary internal issues, most of which are now resolved. Home visits and estate inspections have both improved substantially since

the start of the year (both up from 59%), but aren't yet where we want them to be, so we're showing them honestly as below target rather than rounding up the story.

What this tells us

We'd rather tell you honestly when something's not on track than only report the good news. Where a tile above is red, it's because we're not yet hitting target - see the full dashboard on our website for the detail behind every measure.

PART 5

What Tenants Told Us, and What We Changed

Real feedback, and the service changes that followed

What tenants told us	What we did
"I want clearer information about damp and mould, and what to expect from you."	Updated our website and Tenant Handbook, with more coming in the autumn newsletter.
Many tenants told us they weren't aware of our Tenant Involvement and Community Engagement Strategies.	Committed to reaching every tenant through post, staff visits, newsletters and community events - not just those already engaged.
Some tenants told us practical barriers - time, health, childcare, transport - stopped them getting involved.	Introduced evening and weekend sessions, childcare support, travel expenses, and fully accessible venues.
A Committee member suggested stronger contractor accountability measures.	Added a six-month defect liability clause to all tenders, and 100% post-inspection of component replacement works.

PART 6

Real Examples: Complaints That Led to Real Change

Four individual cases reviewed by our Complaint Learning Forum

Staff conduct, resolved

A tenant raised concerns about a gas engineer's conduct during a repair. The engineer was formally removed from day-to-day repairs at that property, with clear professionalism expectations recorded.

Wrong information, put right

A tenant was given incorrect information about their rent account relating to Universal Credit. They were refunded in full and staff were retrained.

A permanent fix, not a patch

A tenant complained about a faulty communal door closer. Checking door closers is now part of our routine monthly estate inspections, so this type of fault is caught early.

Fair compensation

A tenant's repair was delayed, then delayed further by contractor issues over Christmas. Compensation was paid, with a further payment agreed once the full delay was accounted for.

PART 7

Are We Hearing From Everyone?

Making sure the tenants we hear from reflect all of our tenants

As the largest independent Black and Minority Ethnic housing association in the North West, it matters to us that we hear proportionately from everyone we house.

Black British		12pts gap
Female		8pts gap
Gen. Needs		8pts gap
Age 25-44		6pts gap

What we're doing about it

Partnering with community and faith groups, recruiting tenant ambassadors, taking involvement out to events like Windrush celebrations, and offering more flexible, digital-first ways to get involved - tracked every quarter to make sure it's working.

PART 8

Out in the Community

A flavour of what we got up to this quarter

- 100 Easter eggs delivered to families across our communities, with our contractor Barlow's matching our own donation.
- Helped create a community mural in Cheetham Hill through the Lloyds Bank Arts for Estates project.
- Organised litter-picks and provided skips across Platt Fields Park, Alexandra Park, Ardwick and Cheetham for the Great British Spring Clean.
- Jamaica Society Community Day - we awarded a £500 Community Donations Fund grant to help The Jamaica Society bring around 60 residents together in Moss Side, Whalley Range and Rusholme, with a children's Fun Maths activity and awards, poetry from local writer Deanne Heron, and a real mix of generations - including young people and elderly members from a nearby church.

Also worth knowing about

This quarter we also received the impact report for the Moss Side Youth Fund's 2025/26 year - an initiative we supported and exactly the kind of investment happening in the neighbourhoods where we house tenants. A total of £35,000 was invested across 10 local projects, reaching over 1,865 residents, children and young people through work on youth leadership, education, employability, wellbeing and family support. One project reached around 850 young people through violence prevention workshops in local schools; another supported 14 young adults into internships and graduate roles with 91% attendance.

PART 9

Want to Know More?

Read our full quarterly dashboard, Consumer Standards self-assessment, and past reports at:

arawakwalton.com/tenant-dashboard

Get involved:

- Join Tenant Voice (formerly the Tenant Quality Panel)
- Join the Complaint Learning Forum
- Attend or feed into the Tenant Experience Committee
- Take part in surveys, home visits and community events

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This report is available in large print, audio, or another language on request.