

2024-25 internal value for money targets

The Board monitors the regulator's 22 TSMs (12 perception measures, 10 management measures) and five additional ISHA-only measures as the internal value for money measures for 2024-25.

Tenant Satisfaction Measure		2023-24 results	2024-25 results
TP01	Taking everything into account how satisfied or dissatisfied are you with the service provided by ISHA?	53.7%	57.5%
TP02	How satisfied or dissatisfied are you with the overall repairs service from ISHA over the last 12 months?	56.6%	63.2%
TP03	How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	59.2%	62.9%
TP04	How satisfied or dissatisfied are you that ISHA provides a home that is well-maintained?	56.3%	64.6%
TP05	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that ISHA provides a home that is safe?	70.3%	74.1%
TP06	How satisfied or dissatisfied are you that ISHA listens to your views and acts upon them?	48.2%	49%
TP07	How satisfied or dissatisfied are you that ISHA keeps you informed about things that matter to you?	63.6%	66.7%
TP08	To what extent do you agree or disagree with the following? "My landlord treats me fairly and with respect".	71.0%	72.7%
TP09	How satisfied or dissatisfied are you with ISHA's approach to complaints handling?	23.7%	22.2%
TP10	How satisfied or dissatisfied are you that ISHA keeps these communal areas clean and well-maintained?	63.4%	63.8%
TP11	How satisfied or dissatisfied are you that ISHA makes a positive contribution to your neighbourhood?	60.5%	62.1%
TP12	How satisfied or dissatisfied are you with ISHA's approach to handling anti-social behaviour?	50.9%	45.4%

Landlord's Management Information		2023-24 results	2024-25 results
RP01	Homes that do not meet the Decent Homes	0	0
RP02	(1) Proportion of non-emergency responsive repairs completed within the landlord's target timescale	93.4%	79.9%
	(2) Proportion of emergency responsive repairs completed within the landlord's timescale	95.3%	99%
BS01	Proportion of homes for which all required gas safety checks have been carried out.	99.8%	100%
BS02	Proportion of homes for which all required fire risk assessments have been carried out.	100%	100%
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	100%	100%
BS04	Proportion of homes for which all required legionella risk assessments have been carried out.	93%	100%
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out.	96.2%	100%
CH01	Number of complaints received per 1000 homes	92.2 Stage 1 complaints 9.2 Stage 2 complaints	87.9 Stage 1 complaints 23.5 Stage 2 complaints
CH02	Proportion of complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	82.3% of stage 1 complaints 83.3% of stage 2 complaints	96.5% of stage 1 complaints 89.1% of stage 2 complaints
NM01	(1) Number of anti-social behaviour cases opened per 1,000 homes	7.2	26.9
	(2) Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	N/A	1.3

ISHA additional VFM Measures		2023-24 results	2024-25 results
Employee Engagement %		63%	58%
Cumulative Staff Turnover %		28%	28%
Average Staff Sickness Absence (Days)		4.22	10.19
FRA – number of overdue actions		613	221
Current arrears as a % of rent charged		5.33%	5.75%