



OCEAN HOUSING

CONSUMER STANDARDS PERFORMANCE BULLETIN

QUARTER 1 APRIL to JUNE 2025

Key:

Colour Code	Colour	Definition
Red		Board attention required or target unlikely to be achieved by year end
Amber		Board awareness of trend required, but target expected to be achieved by year end
Green		Board to note progress with target/ activity on track

Trend	Definition
→	Performance unchanged from previous quarter
↑	Performance improved from previous quarter
↓	Performance worse than previous quarter

Content:

Section A	Customer Experience and Tenant Engagement
Section B	Tenant Satisfaction Measures (Perception)
Section C	Neighbourhood and Communities
Section D	Repairs, Maintenance and Improvements

SECTION A - CUSTOMER EXPERIENCE (CEX) AND TENANT ENGAGEMENT

#	Customer Experience	Total Year end 24/25	Q1	Q2	Q3	Q4	Total YTD	Target 25/26	Volume this quarter	Trend	Will achieve target at year end
A001	Average call wait time (minutes)	08:45	09:32				N/A	N/A	7352	↓	
A002	Maximum time to action emails (working days)	N/A	9				9	10	5042	N/A	
A003	% of digital engagements resolved at the first point (Point in time)	72%	86%				86%	75%	8788	↑	
A004	Queries from telephone engagements dealt with at first point of contact (Point in time)	70%	78%				78%	75%	7125	↑	
A005	Satisfaction rating with telephone response (Point in time)	83%	90%				90%	85%	206	↑	
CH01 (A)	Complaints relative to the size of the landlord – Stage 1 (Cumulative)	53.5	14.28				14.28	48.2	14.28	N/A	
CH01 (A)	Complaints relative to the size of the landlord – Stage 2 (Cumulative)	7.94	4.92				4.92	6	4.92	N/A	
CH02 (A)	Complaints responded to within Complaint Handling Code timescales – Stage 1 (Point in time)	100%	100%				100%	100%	61	→	
CH02 (A)	Complaints responded to within Complaint Handling Code timescales – Stage 2 (Point in time)	99%	100%				100%	100%	21	↑	
A006	Number of outstanding Housing Ombudsman investigations (Point in time)	5	7				7	N/A	7	N/A	
A007	Satisfaction rating with complaint handling (Point in time)	39%	43%				43%	65%	3	↑	
A008	No. engaged tenants (New Panel/ VIP/ Monitors (Point in time)	127	136				136	400	136	↑	

SECTION B - TENANT SATISFACTION MEASURES (PERCEPTION)

#	Tenant Satisfaction Measures (% tenants either fairly or very satisfied)	Total Year end 24/25	Q1	Q2	Q3	Q4	Total YTD	Target 25/26	Volume	Trend	Will achieve target at year end
TP01	Overall service provided by Ocean Housing	77%	77%				77%	79%	176	➡	
TP02	Satisfaction with repair	85%	80%				80%	80%	122	↓	
TP03	Time taken to complete the most recent repair	79%	74%				74%	79%	120	↓	
TP04	Home well maintained	81%	78%				78%	81%	170	↓	
TP05	Provides a home that is safe	86%	82%				82%	85%	175	↓	
TP06	Listens to views and acts upon them	68%	65%				65%	66%	168	↓	
TP07	Keeps you informed about things that matter	77%	76%				76%	75%	161	↓	
TP08	Treats tenants fairly and with respect	86%	87%				87%	86%	168	↑	
TP09	Approach to complaints handling	40%	43%				43%	37%	49	↑	
TP10	Keeps communal areas clean and well maintained	78%	74%				74%	78%	81	↓	
TP11	Makes a positive contribution to the neighbourhood	69%	67%				67%	70%	144	↓	
TP12	Approach to handling anti-social behaviour	67%	62%				62%	65%	127	↓	

SECTION C - NEIGHBOURHOODS AND COMMUNITIES

#	Neighbourhoods and Communities	Total Year end 24/25	Q1	Q2	Q3	Q4	Total YTD	Target 25/26	Volume	Trend	Will achieve target at year end
C001	Average calendar days for standard re-lets	16.5	18				18	16	32	↓	
C002	Tenants satisfied with letting process	97%	88%				88%	98%	16	↓	
C003	Tenants satisfied with empty property standard	68.5%	81%				81%	80%	35	↑	
C004	Cause for Concern & Safeguarding Referrals	342	73				73	N/A	73	N/A	
		% Accepted as a new CFC	19%				N/A			N/A	
		Safeguarding referrals raised and accepted	5/3				N/A			N/A	
NM01 (1)	ASB cases relative to the size of the landlord** (Cummulative)	41.01	12.94				12.94	<36.3	57	N/A	
NM01 (2)	ASB cases which involve hate incidents, relative to size*** (Point in time)	0	0				0.0	<0.3	0	N/A	
C005	Tenants satisfied with the outcome of their ASB case	74%	45%				45%	80%	19	↓	
C006	Tenants satisfied with the handling of their ASB case	82%	58%				58%	85%	19	↓	
C007	Tenant Monitors satisfied with Grounds Maintenance service	97%	100%				100%	90%	65	↑	
C008	Tenant Monitors satisfied with Communal Cleaning service	93%	100%				100%	93%	41	↑	

SECTION D – REPAIRS, MAINTENANCE AND IMPROVEMENTS

#	Repairs, Maintenance and Improvements	Total Year end 24/25	Q1	Q2	Q3	Q4	Total YTD	Target 25/26	Trend	Will achieve target at year end
RP01	Homes that do not meet Decent Homes Standard (S) ***	0%	0%				0%	0%	→	
RP02 (A)	Non emergency repairs completed on time	81.0%	69.2%				69.2%	87%	↓	
RP02 (B)	Emergency responsive repairs completed on time	92.9%	88.0%				88.0%	98%	↓	
D001	Repairs completed right first time	84.8%	87.2%				87.2%	90%	↑	
D002	Stock Condition Surveys against annual target (% and No.)	121.8%	0.0%				0.0%	100%	↓	
		1050	0				0	1200	↓	
D003	Rented properties Energy Performance Certificate Band C or above	66.8%	67.6%				67.6%	76.1%	↑	

