WILLOW TREE
HOUSING PARTNERSHIP

PERFORMANCE INFORMATION

Below is a snapshot of how well we are performing. Please visit our website for further updates.

RESPONSIVE REPAIRS	REPAIRS COMPLETED	AVERAGE TURNAROUND TIME	% COMPLETED WITHIN 28 DAYS
April 25 - March 26 performance	4843	20 days	80%

As at the end of quarter 4, 31 March 2026, current tenant rent arrears as a % of rent charged:

INCOME COLLECTION	TARGET	ACTUAL	AMOUNT
GENERAL NEEDS RENTED	4%	4.2%	£322,419
RENTPLUS HOMES	3%	3.7%	£59,268
SHARED OWNERSHIP	2.5%	0.7%	£2,912

HEALTH AND SAFETY	TARGET	Q1 JUN 25	Q2 SEPT 25	Q3 DEC 25	Q4 MAR 26
GAS SAFETY COMPLIANCE	100%	99.9%	99.7%	99.9%	100%
5 YEAR ELECTRICAL SAFETY COMPLIANCE	100%	97.1%	97.7%	97.3%	96.9%
FIRE SAFETY IN COMMUNAL AREAS	100%	98%	98%	100%	100%

ANTI-SOCIAL BEHAVIOUR, SAFEGUARDING AND DOMESTIC ABUSE

Between 1 April 2025 and 31 March 2026 we have managed:

- **47 anti-social behaviour cases**
- **14 safeguarding concerns**
- **7 domestic abuse concerns**
- **0 hate crimes**

ASB TYPE	CASES
ANIMAL RELATED NUISANCE	3
ILLEGAL/IMMORAL USE OF HOME	1
INTIMIDATION/HARASSMENT	5
MISUSE OF COMMUNAL AREAS	0
NOISE	21
RUBBISH/FLY TIPPING	2
SUBSTANCE MISUSE	9
UNACCEPTABLE BEHAVIOUR	3
VEHICLE RELATED	2
PHYSICAL ASSAULT	1
TOTAL	47

HOME IMPROVEMENT WORKS

In the year to 31 March 2026, we have completed:

- **72 replacement gas boilers**
- **19 new bathrooms**
- **12 new kitchens**
- **6 replacement electric heating systems**
- **4 replacement renewable heating systems**
- **1 replacement doors and windows**
- **1 new solar/PV system**