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
2024-25 YEAR END PERFORMANCE	4,207	20 days	80%

As of 31 March 2025, current tenant rent arrears as a % of rent charged:

INCOME COLLECTION	TARGET	ACTUAL	AMOUNT
GENERAL NEEDS RENTED	4%	4.72%	£351,962
RENTPLUS HOMES	3%	3.48%	£57,604
SHARED OWNERSHIP	2.5%	1.01%	£3,741

HEALTH AND SAFETY	TARGET	Q1 June 24	Q2 Sept 24	Q3 Dec 24	Q4 Mar 25
GAS SAFETY COMPLIANCE	100%	99.9%	99.7%	99.8%	100%
10 YEAR ELECTRICAL SAFETY COMPLIANCE	100%	99.9%	99.9%	99.9%	99.9%
FIRE SAFETY IN COMMUNAL AREAS	100%	50%	48%	98.3%	98.3%

ANTI-SOCIAL BEHAVIOUR, SAFEGUARDING AND DOMESTIC ABUSE

Between April 2024 and March 2025 we have managed:

- 34 anti-social behaviour cases
- 21 safeguarding concerns
- 3 domestic abuse concerns

ASB TYPE	CASES
ANIMAL RELATED NUISANCE	1
CRIMINAL DAMAGE/VANDALISM	2
INTIMIDATION/HARASSMENT	11
MISUSE OF COMMUNAL AREAS	1
NOISE	10
NUISANCE BEHAVIOUR	6
SUBSTANCE MISUSE	2
VIOLENCE	1
TOTAL	34

HOME IMPROVEMENT WORKS

In the year to 31 March 2025 we have completed:

- 54 new bathrooms
- 10 new kitchens
- 32 replacement electric heating systems
- 160 replacement gas boilers
- 3 replacement renewable heating systems