

**PEMBROKESHIRE HOUSING ASSOCIATION LIMITED**

**REPORT TO BOARD OF MANAGEMENT  
HELD ON TUESDAY 20<sup>TH</sup> DECEMBER 2011**

**COMPARING PERFORMANCE OF SOCIAL LANDLORDS IN WALES,  
APRIL 2010 – MARCH 2011**

**INTRODUCTION**

1. The Welsh Government formerly collected housing related performance information from local authorities and housing associations, collated it, and published it. The Welsh Government has not collected performance data since 2008/09.
2. A number of landlords in Wales subscribe to the benchmarking service, HouseMark and this year 18 housing organisations submitted performance data for the 2010/11 Welsh Housing Sector Benchmarking report.
3. In the absence of Welsh performance indicators, HouseMark is measuring mainly English performance indicators now. This allows landlords in both nations to compare performance.

**COMPARING PERFORMANCE**

4. Pembrokeshire Housing's own performance in 2010/11 was reported to the Board of Management in August, minute BM24 refers.
5. This report compares Pembrokeshire Housing's performance with the other social housing landlords in Wales who participated in the 2010/11 benchmarking survey and includes customer satisfaction data from the 2011 Tenant Survey.
6. The information can inform priorities for the Board when considering operational targets, the Self Assessment, and proposals for improvements.
7. A summary of the headline indicators is set out overleaf, with more detailed data on the attached tables

**SUGGESTED COMPARISONS**

8. The size, type of stock and geographical areas of operation vary between associations making direct comparison difficult. Suggested comparable housing associations in terms of locality and mainly rural areas of operation are; Cantref and Mid Wales.
9. For all tables, the best performing registered social landlord is at the top, the worst at the bottom.
10. **It is recommended the report be noted**

Peter Maggs  
**Chief Executive**

**Table 1 Summary**

Table number	Indicator	Quartile or rank if small dataset	Improved performance against our own performance in previous year	Improvement in comparison with other RSLs	
				Rank	Quartile
2	Current rent arrears	Upper	Yes	No	Same
3	Former tenant arrears	Upper	Same	No	Same
4	Evictions	Upper	n/a new comparison	n/a new comparison	n/a new comparison
5	Former tenant arrears written off	Second	Yes	Yes	Same
6	Rent lost to voids	Upper	Yes	Yes	Same
7	Ave. days to let homes	Upper	Yes	Same	Same
8	Ave. days to complete all repairs	Upper	n/a new comparison	n/a new comparison	n/a new comparison
9	Gas safety	Upper	Same	Same	Same
10	Welsh Housing Quality Standard	Second	n/a new comparison	n/a new comparison	n/a new comparison
11	Ave. SAP rating	Third	n/a new comparison	n/a new comparison	n/a new comparison
12	Homes failing to meet min. SAP rating	Second	n/a new comparison	n/a new comparison	n/a new comparison
13	Overall satisfaction	Upper	n/a new comparison	n/a new comparison	n/a new comparison
14	Satisfaction - home	Rank 2	n/a new comparison	n/a new comparison	n/a new comparison
15	Satisfaction - neighbourhood	Rank 2	n/a new comparison	n/a new comparison	n/a new comparison
16	Satisfaction - repairs service	Rank 1	n/a new comparison	n/a new comparison	n/a new comparison
17	Satisfaction – views taken into account	Upper	n/a new comparison	n/a new comparison	n/a new comparison
18	Satisfaction – rent	Rank 1	n/a new comparison	n/a new comparison	n/a new comparison

**Table 2 Current tenant rent arrears**

<b>Housing organisation</b>	<b>Current tenant rent arrears net of unpaid housing benefit as a percentage of rent due</b>	<b>Rank</b>	<b>Quartile</b>
Cadarn Housing Group	0.0	1	Q1
<b>Pembrokeshire Housing Association</b>	<b>0.4</b>	<b>2</b>	<b>Q1</b>
Valleys to Coast Housing	1.0	3	Q1
Family Housing Association (Wales)	1.4	4	Q1
Melin Homes	1.5	5	Q1
RCT Homes	1.6	6	Q1
United Welsh Housing Association	1.7	7	Q2
Cardiff Community Housing Association	1.7	8	Q2
Bron Afon Community Housing	2.0	9	Q2
Pennaf Housing Group	2.1	10	M
Newport City Homes	2.1	11	Q3
Monmouthshire Housing Association	2.2	12	Q3
Mid Wales Housing Association	2.3	13	Q3
Cymdeithas Tai Cantref	2.5	14	Q3
Isle of Anglesey County Council	3.3	15	Q4
Hafod Housing Association	3.4	16	Q4
Rhondda Housing Association	3.5	17	Q4
North Wales Housing Association	4.2	18	Q4

**Table 3 Evictions**

<b>Housing organisation</b>	<b>Percentage of tenants evicted as a result of rent arrears during the year</b>	<b>Rank</b>	<b>Quartile</b>
Melin Homes	0.00	1	Q1
Cymdeithas Tai Cantref	0.15	2	Q1
<b>Pembrokeshire Housing Association</b>	<b>0.19</b>	<b>3</b>	<b>Q1</b>
Rhondda Housing Association	0.20	4	Q1
North Wales Housing Association	0.21	5	Q1
Family Housing Association (Wales)	0.23	6	Q1
Pennaf Housing Group	0.24	7	Q2
Newport City Homes	0.28	8	Q2
Valleys to Coast Housing	0.31	9	Q2
Mid Wales Housing Association	0.34	10	M
Isle of Anglesey County Council	0.34	11	Q3
United Welsh Housing Association	0.35	12	Q3
Bron Afon Community Housing	0.41	13	Q3
Monmouthshire Housing Association	0.42	14	Q3
Hafod Housing Association	0.47	15	Q4
RCT Homes	0.47	16	Q4
Cadarn Housing Group	0.49	17	Q4
Cardiff Community Housing Association	0.54	18	Q4

**Table 4 Former tenant rent arrears**

<b>Housing organisation</b>	<b>Former tenant rent arrears at the end of the year as a percentage of rent due (excluding voids)</b>	<b>Rank</b>	<b>Quartile</b>
Monmouthshire Housing Association	0.11	1	Q1
<b>Pembrokeshire Housing Association</b>	<b>0.36</b>	<b>2</b>	<b>Q1</b>
Pennaf Housing Group	0.42	3	Q1
North Wales Housing Association	0.53	4	Q1
RCT Homes	0.56	5	Q1
Family Housing Association (Wales)	0.76	6	Q1
Bron Afon Community Housing	0.77	7	Q2
Cardiff Community Housing Association	0.88	8	Q2
Cymdeithas Tai Cantref	1.17	9	Q2
Newport City Homes	1.23	10	M
Melin Homes	1.68	11	Q3
Cadarn Housing Group	1.79	12	Q3
United Welsh Housing Association	1.80	13	Q3
Rhondda Housing Association	1.93	14	Q3
Mid Wales Housing Association	2.13	15	Q4
Isle of Anglesey County Council	2.24	16	Q4
Hafod Housing Association	2.29	17	Q4
Valleys to Coast Housing	3.54	18	Q4

**Table 5 Former tenants arrears written off**

<b>Housing organisation</b>	<b>Gross arrears written-off as a percentage of rent due during the benchmarked period - actual</b>	<b>Rank</b>	<b>Quartile</b>
Isle of Anglesey County Council	0.00	1	Q1
Mid Wales Housing Association	0.00	1	Q1
Monmouthshire Housing Association	0.08	3	Q1
North Wales Housing Association	0.23	4	Q1
Family Housing Association (Wales)	0.25	5	Q1
<b>Pembrokeshire Housing Association</b>	<b>0.30</b>	<b>6</b>	<b>Q2</b>
United Welsh Housing Association	0.31	7	Q2
Bron Afon Community Housing	0.33	8	Q2
Valleys to Coast Housing	0.38	9	Q2
Newport City Homes	0.40	10	M
Melin Homes	0.47	11	Q3
Rhondda Housing Association	0.51	12	Q3
Cymdeithas Tai Cantref	0.55	13	Q3
Hafod Housing Association	0.56	14	Q3
Cadarn Housing Group	0.58	15	Q4
Pennaf Housing Group	0.64	16	Q4
Cardiff Community Housing Association	0.67	17	Q4
RCT Homes	1.97	18	Q4

**Table 6 Rent lost to voids**

<b>Housing organisation</b>	<b>rent loss to voids as a percentage of rent due</b>	<b>Rank</b>	<b>Quartile</b>
North Wales Housing Association	0.2	1	Q1
<b>Pembrokeshire Housing Association</b>	<b>0.3</b>	<b>2</b>	<b>Q1</b>
Hafod Housing Association	0.4	3	Q1
Mid Wales Housing Association	0.7	4	Q1
Pennaf Housing Group	0.7	5	Q1
Rhondda Housing Association	0.7	6	Q1
Melin Homes	0.9	7	Q2
Family Housing Association (Wales)	1.0	8	Q2
Valleys to Coast Housing	1.2	9	Q2
Cadarn Housing Group	1.2	10	M
Bron Afon Community Housing	1.4	11	Q3
Cardiff Community Housing Association	1.5	12	Q3
Monmouthshire Housing Association	1.6	13	Q3
Isle of Anglesey County Council	1.8	14	Q3
Cymdeithas Tai Cantref	2.1	15	Q4
United Welsh Housing Association	2.2	16	Q4
Newport City Homes	2.2	17	Q4
RCT Homes	3.0	18	Q4

**Table 7 Average number of days to let homes**

<b>Housing organisation</b>	<b>Average time in days to turnaround empty homes</b>	<b>Rank</b>	<b>Quartile</b>
Pembrokeshire Housing Association	6.4	1	Q1
Cadarn Housing Group	11.2	2	Q1
Hafod Housing Association	12.6	3	Q1
Mid Wales Housing Association	13.0	4	Q1
Pennaf Housing Group	15.7	5	Q1
North Wales Housing Association	17.1	6	Q2
Cardiff Community Housing Association	20.9	7	Q2
Melin Homes	21.5	8	Q2
Valleys to Coast Housing	25.2	9	Q2
Cymdeithas Tai Cantref	26.0	10	Q3
Rhondda Housing Association	29.7	11	Q3
Family Housing Association (Wales)	32.5	12	Q3
Newport City Homes	32.6	13	Q3
Monmouthshire Housing Association	35.9	14	Q4
United Welsh Housing Association	36.8	15	Q4
RCT Homes	46.7	16	Q4
Isle of Anglesey County Council	79.2	17	Q4
Bron Afon Community Housing	NoData	NoData	NoData

**Table 8 Average time taken in calendar days to complete all repairs**

Housing organisation	Ave days to complete all repairs	Rank	Quartile
<b>Pembrokeshire Housing Association</b>	<b>3.8</b>	<b>1</b>	<b>Q1</b>
Newport City Homes	4.9	2	Q1
Monmouthshire Housing Association	5.2	3	Q1
Cadarn Housing Group	5.6	4	Q1
Valleys to Coast Housing	6.2	5	Q1
Cymdeithas Tai Cantref	6.2	6	Q2
Rhondda Housing Association	6.3	7	Q2
Family Housing Association (Wales)	6.3	8	Q2
Cardiff Community Housing Association	6.5	9	Q2
Melin Homes	6.7	10	Q3
United Welsh Housing Association	8.4	11	Q3
North Wales Housing Association	8.5	12	Q3
Mid Wales Housing Association	9.3	13	Q3
Isle of Anglesey County Council	11.0	14	Q4
RCT Homes	11.0	15	Q4
Hafod Housing Association	12.0	16	Q4
Bron Afon Community Housing	12.5	17	Q4
Pennaf Housing Group	NoData	NoData	NoData

**Table 9 % of properties with a landlord gas appliance that have a valid safety certificate.**

Housing organisation	% with a valid landlord safety certificate	Rank	Quartile
<b>Pembrokeshire Housing Association</b>	<b>100.0</b>	<b>1</b>	<b>Q1</b>
Cymdeithas Tai Cantref	100.0	1	Q1
Isle of Anglesey County Council	100.0	1	Q1
Melin Homes	100.0	1	Q1
Mid Wales Housing Association	100.0	1	Q1
North Wales Housing Association	100.0	1	Q1
United Welsh Housing Association	100.0	1	Q1
RCT Homes	100.0	8	Q2
Newport City Homes	99.9	9	Q2
Cadarn Housing Group	99.7	10	M
Bron Afon Community Housing	99.6	11	Q3
Rhondda Housing Association	99.6	11	Q3
Family Housing Association (Wales)	99.6	13	Q3
Monmouthshire Housing Association	99.3	14	Q4
Pennaf Housing Group	99.1	15	Q4
Cardiff Community Housing Association	99.0	16	Q4
Hafod Housing Association	99.0	16	Q4
Valleys to Coast Housing	98.3	18	Q4

**Table 10 Welsh Housing Quality standard as at 31<sup>st</sup> March 2011**

<b>Housing organisation</b>	<b>% dwellings failing to meet the Welsh Housing Quality Standard</b>	<b>Rank</b>	<b>Quartile</b>
Melin Homes	23.7	1	Q1
RCT Homes	27.8	2	Q1
Cadarn Housing Group	28.8	3	Q1
Isle of Anglesey County Council	41.0	4	Q1
Monmouthshire Housing Association	41.8	5	Q2
United Welsh Housing Association	43.7	6	Q2
<b>Pembrokeshire Housing Association</b>	<b>47.5</b>	<b>7</b>	<b>Q2</b>
Bron Afon Community Housing	48.9	8	Q2
Valleys to Coast Housing	52.9	9	M
North Wales Housing Association	56.3	10	Q3
Mid Wales Housing Association	58.6	11	Q3
Cymdeithas Tai Cantref	62.2	12	Q3
Family Housing Association (Wales)	65.5	13	Q4
Cardiff Community Housing Association	69.9	14	Q4
Hafod Housing Association	70.0	15	Q4
Newport City Homes	97.4	16	Q4
Pennaf Housing Group	NoData	NoData	NoData
Rhondda Housing Association	NoData	NoData	NoData

**Table 11 Average SAP rating as at 31<sup>st</sup> March 2011**

<b>Housing organisation</b>	<b>Average SAP (2005) rating of self- contained dwellings</b>	<b>Rank</b>	<b>Quartile</b>
Cardiff Community Housing Association	75.0	1	Q1
United Welsh Housing Association	74.1	2	Q1
Hafod Housing Association	74.0	3	Q1
Family Housing Association (Wales)	72.6	4	Q1
Melin Homes	71.6	5	Q2
Cadarn Housing Group	71.0	6	Q2
Mid Wales Housing Association	70.7	7	Q2
Monmouthshire Housing Association	70.0	8	Q3
<b>Pembrokeshire Housing Association</b>	<b>69.1</b>	<b>9</b>	<b>Q3</b>
Newport City Homes	67.7	10	Q3
Bron Afon Community Housing	67.0	11	Q3
North Wales Housing Association	66.1	12	Q4
RCT Homes	65.2	13	Q4
Cymdeithas Tai Cantref	61.0	14	Q4
Pennaf Housing Group	58.1	15	Q4
Isle of Anglesey County Council	NoData	NoData	NoData
Rhondda Housing Association	NoData	NoData	NoData
Valleys to Coast Housing	NoData	NoData	NoData

**Table 12 % homes failing to meet minimum SAP rating as at 31<sup>st</sup> March 2011**

<b>Housing organisation</b>	<b>% dwellings failing to achieve the minimum SAP rating</b>	<b>Rank</b>	<b>Quartile</b>
Cadarn Housing Group	0.0	1	Q1
Hafod Housing Association	4.0	2	Q1
United Welsh Housing Association	7.5	3	Q1
Melin Homes	7.7	4	Q1
North Wales Housing Association	15.0	5	Q2
Mid Wales Housing Association	19.0	6	Q2
<b>Pembrokeshire Housing Association</b>	<b>20.1</b>	<b>7</b>	<b>Q2</b>
Monmouthshire Housing Association	21.0	8	Q2
Valleys to Coast Housing	22.0	9	Q3
Newport City Homes	22.9	10	Q3
Family Housing Association (Wales)	24.2	11	Q3
Bron Afon Community Housing	24.4	12	Q4
RCT Homes	43.4	13	Q4
Cymdeithas Tai Cantref	49.9	14	Q4
Cardiff Community Housing Association	69.9	15	Q4
Isle of Anglesey County Council	NoData	NoData	NoData
Pennaf Housing Group	NoData	NoData	NoData
Rhondda Housing Association	NoData	NoData	NoData

**Table 13 Overall customer satisfaction**

<b>Housing organisation</b>	<b>Year of survey</b>	<b>Percentage of respondents very or fairly satisfied with the services/overall service provided</b>	<b>Rank</b>	<b>Quartile</b>
<b>Pembrokeshire Housing Association</b>	<b>2010/2011</b>	<b>94.00</b>	<b>1</b>	<b>Q1</b>
Cadarn Housing Group	2010/2011	89.30	2	Q1
Hafod Housing Association	2010/2011	88.80	3	Q1
Monmouthshire Housing Association	2011/2012	88.42	4	Q2
Valleys to Coast Housing	2010/2011	85.84	5	Q2
Cardiff Community Housing Association	2008/2009	81.00	6	Q3
United Welsh Housing Association	2010/2011	75.63	7	Q3
North Wales Housing Association	2008/2009	73.60	8	Q4
RCT Homes	2010/2011	70.14	9	Q4
Bron Afon Community Housing	NoData	NoData	NoData	NoData
Cymdeithas Tai Cantref	NoData	NoData	NoData	NoData
Family Housing Association (Wales)	NoData	NoData	NoData	NoData
Isle of Anglesey County Council	NoData	NoData	NoData	NoData
Melin Homes	NoData	NoData	NoData	NoData
Mid Wales Housing Association	NoData	NoData	NoData	NoData
Newport City Homes	NoData	NoData	NoData	NoData
Pennaf Housing Group	NoData	NoData	NoData	NoData
Rhondda Housing Association	NoData	NoData	NoData	NoData

**Table 14 Customer satisfaction with their home.**

<b>Housing organisation</b>	<b>Percentage of respondents very or fairly satisfied with the overall quality of their home</b>	<b>Rank</b>	<b>Quartile</b>
Monmouthshire Housing Association	89.14	1	small dataset
Pembrokeshire Housing Association	88.00	2	small dataset
Cardiff Community Housing Association	85.00	3	small dataset
Valleys to Coast Housing	84.14	4	small dataset
Hafod Housing Association	82.50	5	small dataset
Cadarn Housing Group	81.00	6	small dataset
North Wales Housing Association	80.80	7	small dataset
RCT Homes	74.36	8	small dataset
Bron Afon Community Housing	NoData	NoData	NoData
Cymdeithas Tai Cantref	NoData	NoData	NoData
Family Housing Association (Wales)	NoData	NoData	NoData
Isle of Anglesey County Council	NoData	NoData	NoData
Melin Homes	NoData	NoData	NoData
Mid Wales Housing Association	NoData	NoData	NoData
Newport City Homes	NoData	NoData	NoData
Pennaf Housing Group	NoData	NoData	NoData
Rhondda Housing Association	NoData	NoData	NoData
United Welsh Housing Association	NoData	NoData	NoData

**Table 15 Customer satisfaction with their neighbourhood**

<b>Housing organisation</b>	<b>Percentage of respondents very or fairly satisfied with their neighbourhood as a place to live</b>	<b>Rank</b>	<b>Quartile</b>
Monmouthshire Housing Association	89.11	1	small dataset
Pembrokeshire Housing Association	86.00	2	small dataset
Valleys to Coast Housing	84.51	3	small dataset
North Wales Housing Association	80.70	4	small dataset
Hafod Housing Association	77.70	5	small dataset
Cadarn Housing Group	77.40	6	small dataset
RCT Homes	75.32	7	small dataset
Cardiff Community Housing Association	75.00	8	small dataset
Bron Afon Community Housing	NoData	NoData	NoData
Cymdeithas Tai Cantref	NoData	NoData	NoData
Family Housing Association (Wales)	NoData	NoData	NoData
Isle of Anglesey County Council	NoData	NoData	NoData
Melin Homes	NoData	NoData	NoData
Mid Wales Housing Association	NoData	NoData	NoData
Newport City Homes	NoData	NoData	NoData
Pennaf Housing Group	NoData	NoData	NoData
Rhondda Housing Association	NoData	NoData	NoData
United Welsh Housing Association	NoData	NoData	NoData

**Table 16 Customer satisfaction with repairs service**

<b>Housing organisation</b>	<b>Percentage of respondents very or fairly satisfied with the way their HA/landlord deals with repairs and maintenance</b>	<b>Rank</b>	<b>Quartile</b>
Pembrokeshire Housing Association	90.00	1	small dataset
Hafod Housing Association	84.40	2	small dataset
Valleys to Coast Housing	84.06	3	small dataset
Monmouthshire Housing Association	83.16	4	small dataset
Cadarn Housing Group	81.00	5	small dataset
Cardiff Community Housing Association	76.00	6	small dataset
North Wales Housing Association	64.60	7	small dataset
RCT Homes	60.93	8	small dataset
Bron Afon Community Housing	NoData	NoData	NoData
Cymdeithas Tai Cantref	NoData	NoData	NoData
Family Housing Association (Wales)	NoData	NoData	NoData
Isle of Anglesey County Council	NoData	NoData	NoData
Melin Homes	NoData	NoData	NoData
Mid Wales Housing Association	NoData	NoData	NoData
Newport City Homes	NoData	NoData	NoData
Pennaf Housing Group	NoData	NoData	NoData
Rhondda Housing Association	NoData	NoData	NoData
United Welsh Housing Association	NoData	NoData	NoData

**Table 17 Customer satisfaction – views taken into account**

<b>Housing organisation</b>	<b>Percentage of respondents very or fairly satisfied that their views are being taken into account</b>	<b>Rank</b>	<b>Quartile</b>
<b>Pembrokeshire Housing Association</b>	<b>85.00</b>	<b>1</b>	<b>Q1</b>
Cadarn Housing Group	77.00	2	Q1
Hafod Housing Association	71.80	3	Q1
Valleys to Coast Housing	69.56	4	Q2
Monmouthshire Housing Association	66.85	5	Q2
United Welsh Housing Association	64.62	6	Q3
RCT Homes	61.43	7	Q3
North Wales Housing Association	60.90	8	Q4
Cardiff Community Housing Association	58.00	9	Q4
Bron Afon Community Housing	NoData	NoData	NoData
Cymdeithas Tai Cantref	NoData	NoData	NoData
Family Housing Association (Wales)	NoData	NoData	NoData
Isle of Anglesey County Council	NoData	NoData	NoData
Melin Homes	NoData	NoData	NoData
Mid Wales Housing Association	NoData	NoData	NoData
Newport City Homes	NoData	NoData	NoData
Pennaf Housing Group	NoData	NoData	NoData
Rhondda Housing Association	NoData	NoData	NoData

**Table 18 Customer satisfaction – rent as value for money**

<b>Housing organisation</b>	<b>Percentage of respondents very or fairly satisfied with the value for money for their rent</b>	<b>Rank</b>	<b>Quartile</b>
Pembrokeshire Housing Association	91	1	small dataset
Cadarn Housing Group	87	2	small dataset
Valleys to Coast Housing	86	3	small dataset
Monmouthshire Housing Association	86	4	small dataset
Hafod Housing Association	83	5	small dataset
Cardiff Community Housing Association	83	6	small dataset
RCT Homes	74	7	small dataset
Bron Afon Community Housing	NoData	NoData	NoData
Cymdeithas Tai Cantref	NoData	NoData	NoData
Family Housing Association (Wales)	NoData	NoData	NoData
Isle of Anglesey County Council	NoData	NoData	NoData
Melin Homes	NoData	NoData	NoData
Mid Wales Housing Association	NoData	NoData	NoData
Newport City Homes	NoData	NoData	NoData
North Wales Housing Association	NoData	NoData	NoData
Pennaf Housing Group	NoData	NoData	NoData
Rhondda Housing Association	NoData	NoData	NoData
United Welsh Housing Association	NoData	NoData	NoData