

November 2021



Bespoke Quarterly Forecast – Q2 2021

West Highland Housing Association

Introduction

Our Quarterly Forecast Report is a key part of Housemark's 2021 Data Offer, drawing together Monthly Pulse and other data with our knowledge of sector trends. The main report outlines our forecasts for the UK-wide social housing sector, linking the current operating environment to movements observed in benchmarking results for around 200 participating landlords.

As an incentive to enter Pulse results each month, we have produced this bespoke forecast for your organisation – comparing your monthly results to a UK-wide peer group with projections to the end of this financial year.

How it works

The report covers six KPIs from the full suite of 14 Monthly Pulse measures with forecasts based on a model developed by our Research and Business Intelligence team made up of three components:

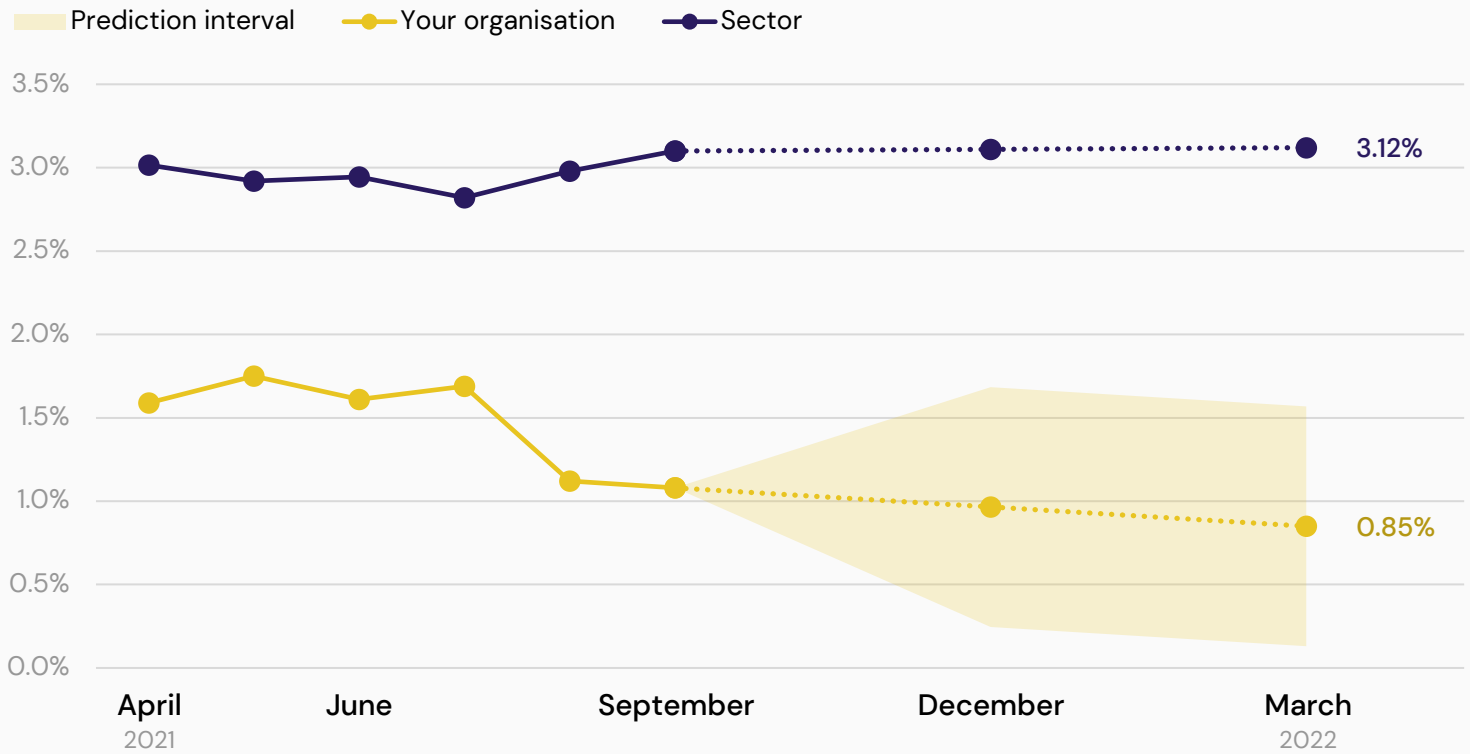
- 1** A modelled pre-pandemic level calculated for each KPI based on your organisation's data. While we are aware a lot has changed during the last 18 months, we have assumed that the sector will gradually start to move back to performance levels experienced before the pandemic.
- 2** A forecast based on the six months' worth of Pulse data. This picks up if there has been a trend over the three months and then projects this forward.
- 3** A sector-wide assumption for the KPI in question, developed using intelligence from our monthly monitoring and wider research sources.

The forecast model works best when you have submitted Monthly Pulse data each month. If you have not submitted enough Pulse data we have not created an associated forecast. You are, however, still able to see your available results plotted on the chart.

Each chart allows for a comparison to the UK-wide sector average – and this is also picked up in the final page, with results for all 14 KPIs alongside your quartile position for September.

If you have any questions about our Quarterly Forecast analysis or Monthly Pulse, please do get in touch at data@housemark.co.uk.

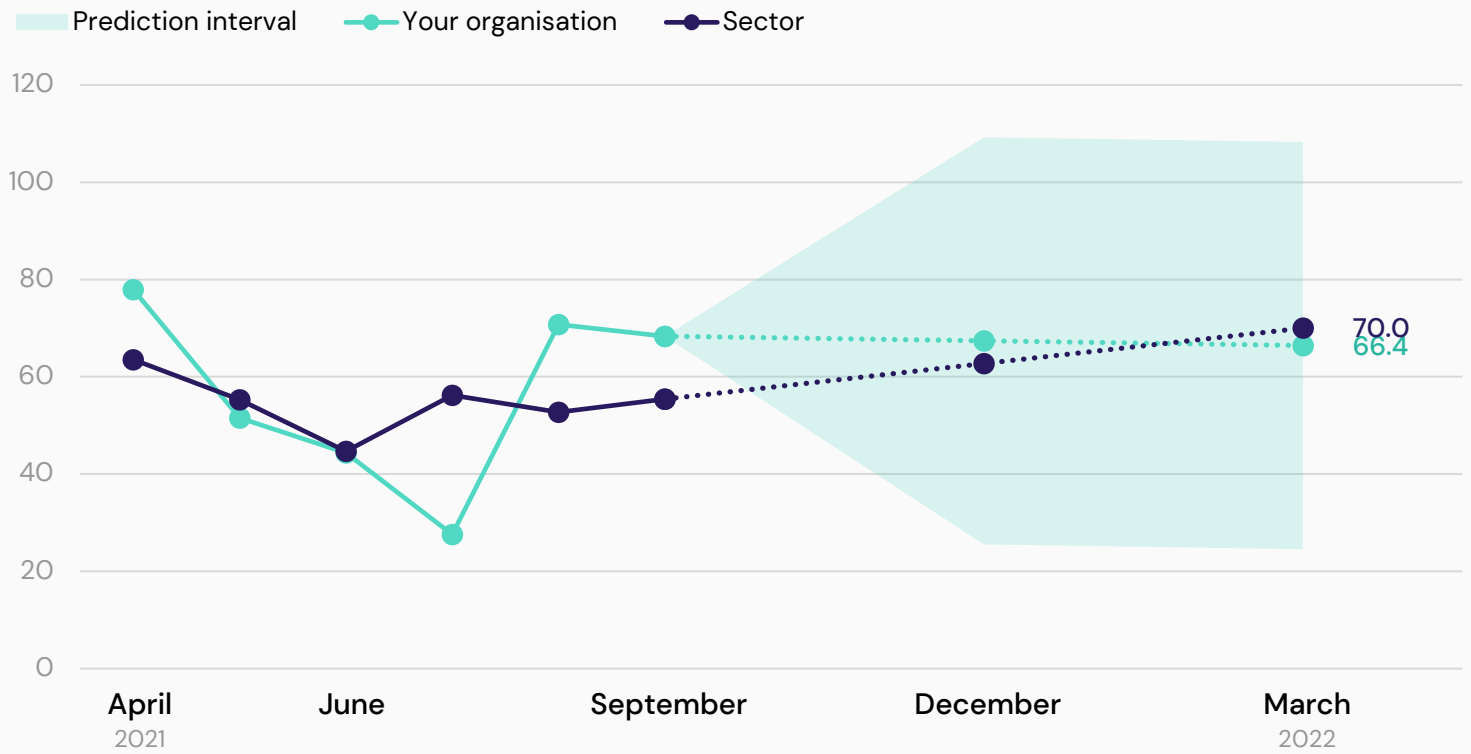
'True' current tenant arrears



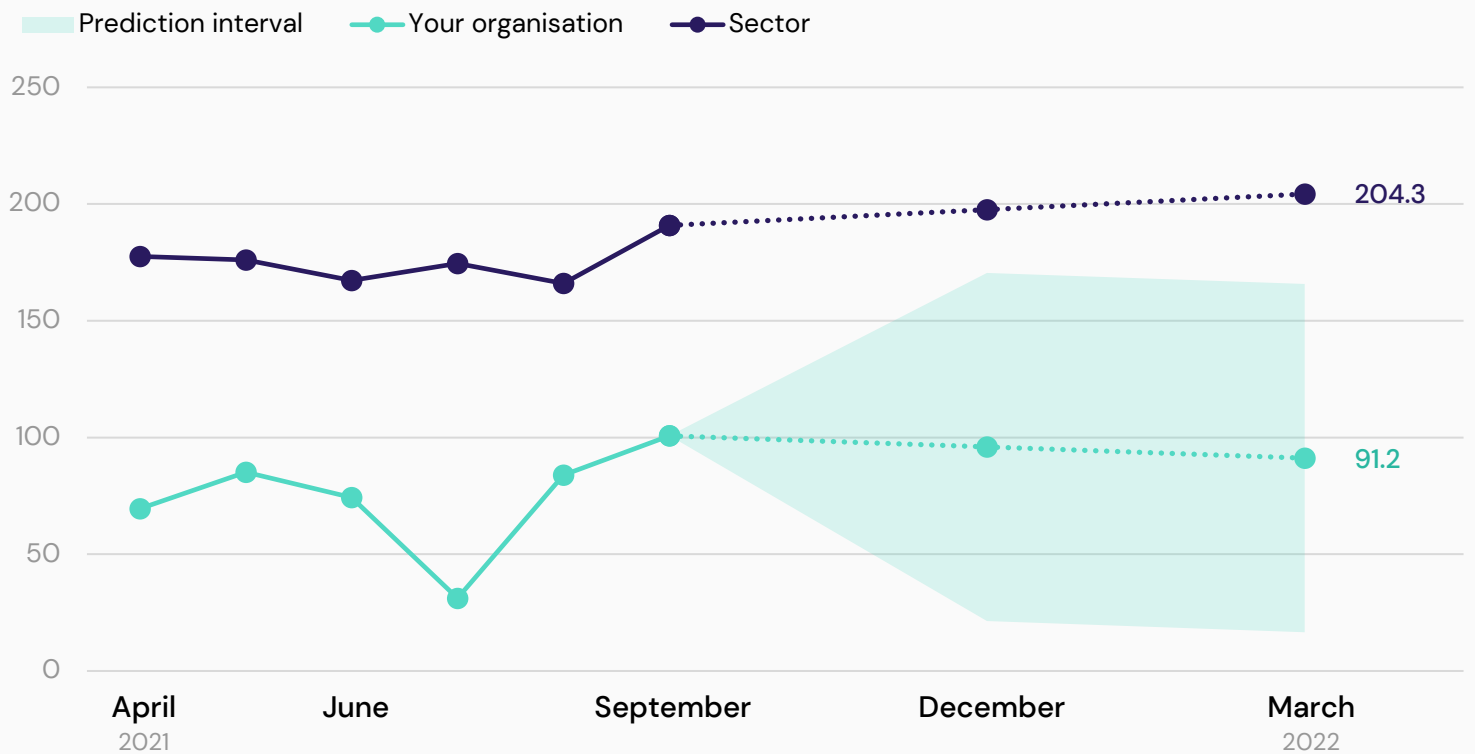
Dwellings vacant but available to let as a proportion of units



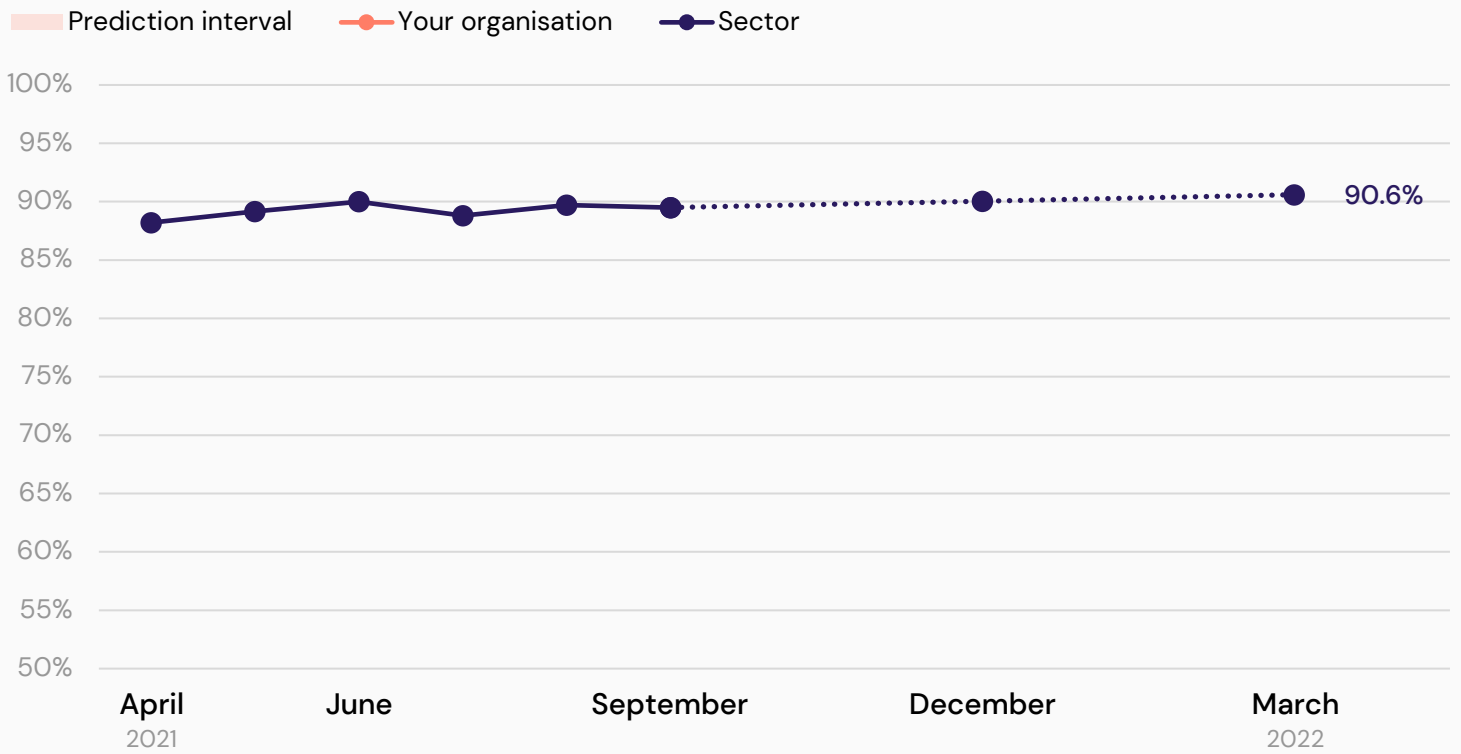
Number of emergency repairs completed per 1,000 units



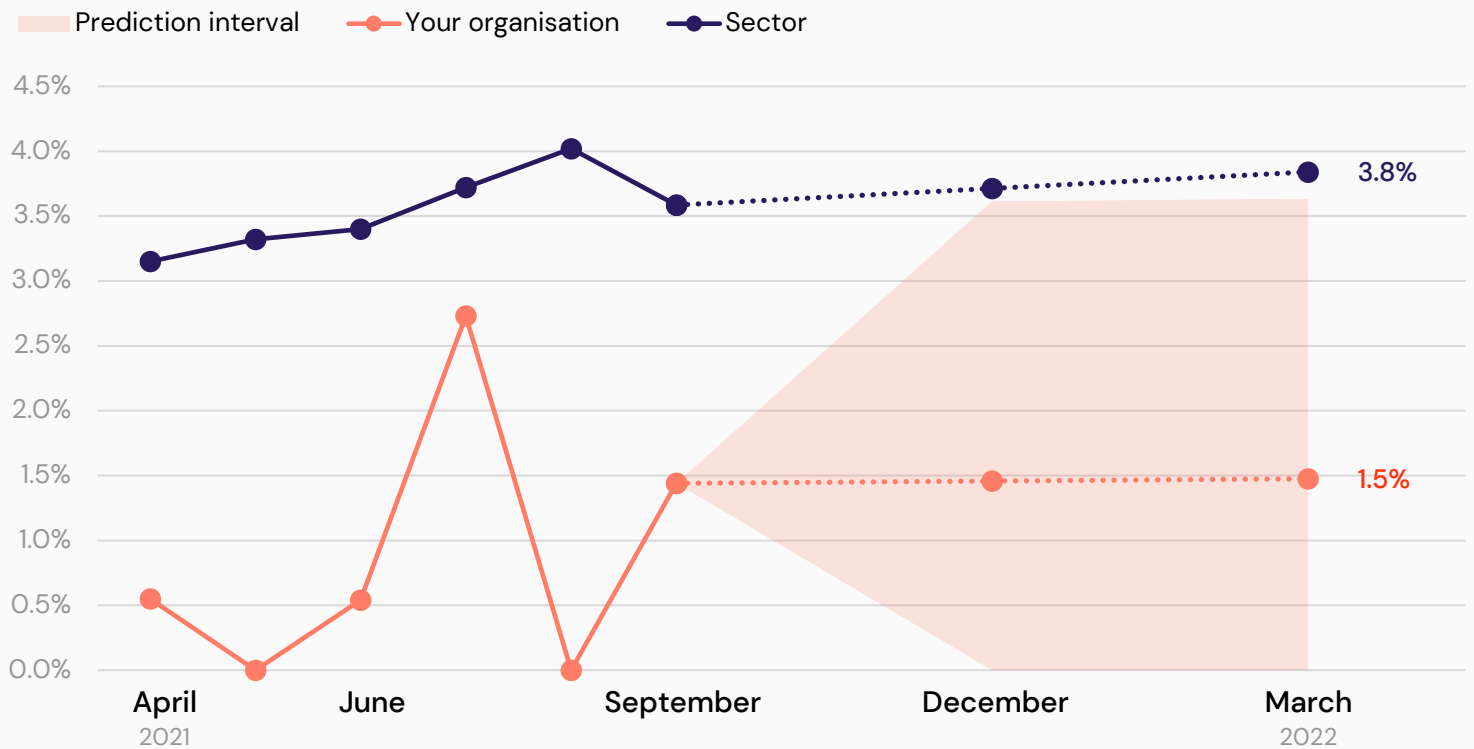
Number of non-emergency repairs completed per 1,000 units



Satisfaction with repairs (transactional)



Percentage of working days lost to sickness absence



| Measure | Sector median | | | Your results | | | |
|--|---------------|--------|-----------|--------------|---------|-----------|----------|
| | July | August | September | July | August | September | Quartile |
| 1 Formal complaints received (per 1,000 units) | 2.37 | 2.49 | 2.16 | 1.86 | 1.86 | 2.80 | 3 |
| 2 Percentage of complaints resolved within timescale | 90.0% | 93.5% | 90.9% | 0.0% | 50.0% | 66.6% | 1 |
| 12 Percentage of customer contact received via digital channels | 23.2% | 24.4% | 23.6% | No data | No data | No data | - |
| 13 Satisfaction with the service their landlord provides (perception) | 83.2% | 83.0% | 82.0% | No data | No data | No data | - |
| 1 Proportion of homes with a valid gas safety certificate | 99.97% | 99.97% | 99.97% | No data | No data | No data | - |
| 2 Proportion of properties with EICR certificates up to five years old | 94.72% | 93.30% | 95.97% | 83.67% | 83.67% | 84.80% | 2 |
| 3 Emergency repairs completed (per 1,000 units) | 56.2 | 52.7 | 55.4 | 27.6 | 70.7 | 68.3 | 3 |
| 4 Non-emergency repairs completed (per 1,000 units) | 174.6 | 166.0 | 190.9 | 31.2 | 83.9 | 100.7 | 1 |
| 5 Satisfaction with repairs completed right first time | 88.1% | 87.5% | 89.0% | No data | No data | No data | - |
| 6 Satisfaction with repairs (transactional) | 88.8% | 89.7% | 89.5% | No data | No data | No data | - |
| 7 True current tenant arrears | 2.82% | 2.98% | 3.10% | 1.69% | 1.12% | 1.08% | 1 |
| 8 Proportion of social homes let | 0.55% | 0.55% | 0.51% | 1.32% | 1.32% | 0.72% | 4 |
| 9 Proportion of dwellings vacant and available to let | 0.64% | 0.74% | 0.64% | No data | No data | No data | - |
| 14 Working days lost due to sickness absence | 3.72% | 4.02% | 3.59% | 2.73% | 0.00% | 1.44% | 1 |

Your organisation's quartile position is based on your September result. The quartile group is calculated numerically – for more information please see the technical note.

Technical note

The data and forecasts presented in this report are based on results from over 300 landlords across the UK. Our methodology uses data from three key sources – Monthly Pulse data submitted between April and September 2021, Housemark's extensive historical data and our learning from the COVID-19 Impact Monitoring exercise carried out over 2020-21.

Reliability

Each forecast is created using three elements; a modelled pre-pandemic level for each organisation, a forecast based on Monthly Pulse results and a sector wide assumption. These components have been weighted according to the level of confidence we have in the reliability of the data that feed into these components.

The prediction range offers a range of reliability for the components that are fed into the model. The more variable the data the wider the prediction range and, hence, the lower the confidence we have that the model is accurate. Specifically, the range shows where the model is 95% confident that the values will lie.

Quartiles

Your quartile position for September is presented in this report and indicates how your organisation compares to the other participants. This has been calculated using the numerical method.

With the data points arranged consistently in numerical order, the median is the middle value and the quartiles divide the dataset into four equal parts. The 4th quartile group, indicated by the number 4, represents the organisations with the highest values and the 1st quartile group, the lowest – regardless of whether having a high value is seen as positive or negative.

