

How we performed for you

Our management measures - the parts of our service we count and check, from repairs and safety to how we handle complaints.

Reporting year **1 April 2025 – 31 March 2026**

Every year we measure how we are doing as your landlord and share the results openly. This page covers our **management measures** for 2025/26. Next to each result you can see how it compares with last year and with the average for landlords across the country, so you can judge our performance for yourself.

How to read this page

Two kinds of measure. The Regulator of Social Housing asks every landlord to report a set of Tenant Satisfaction Measures. Some come from asking tenants directly what they think (our **perception measures**, reported separately). The measures here are **management measures**, taken from our own records of the work we do.

The sector average. We compare each result with the **RSH All-LCRA median** - the middle result across all landlords who provide low-cost rented homes like ours. It is a fair, like-for-like benchmark.

"Per 1,000 homes". A few measures are shown as a rate per 1,000 homes. This lets us compare fairly with landlords of different sizes. Nehemiah manages around 1,250 homes.

AT A GLANCE

100%

of homes met the
Decent Homes
Standard

97.5%

of emergency repairs
completed on time

99.9–
100%

compliance across all
building safety
checks

94.8%

of Stage 1 complaints
answered on time

01 DECENT, SAFE HOMES

Every home met the standard

A decent home is warm, weatherproof and in a reasonable state of repair. In 2025/26, **none of our homes failed the Government's Decent Homes Standard** - 0.0%, the same as last year and better than the sector average of 0.5%. Put simply, every Nehemiah home met the standard.

RP01 · Homes not meeting the Decent Homes Standard

0.0%



SECTOR AVG	LAST YEAR	CHANGE
0.5%	0.0%	No change

● Better than sector

02 REPAIRS ON TIME

Faster repairs, above the sector

When something needs fixing, we aim to put it right quickly within 24 hours for emergencies and within our routine target of 14 days for non-emergency repairs. This year we completed **97.5% of emergency repairs** and **95.9% of routine repairs** on time. Both improved on last year and sit comfortably above the sector averages of 94.9% and 82.5%.

RP02 · Emergency repairs completed in target

97.5%



SECTOR AVG	LAST YEAR	CHANGE
94.9%	88.2%	▲ 9.3 pts

● Better than sector

RP02 · Routine repairs completed in target

95.9%



SECTOR AVG	LAST YEAR	CHANGE
82.5%	93.5%	▲ 2.4 pts

● Better than sector

03 KEEPING HOMES SAFE

Safety checks at, or near, 100%

Nothing matters more than keeping people safe at home. We carry out required safety checks on gas, fire, asbestos, water and lifts. This year we completed **100% of fire, asbestos, water and lift checks** and **99.9% of gas checks** - in line with the strongest performers in the sector.

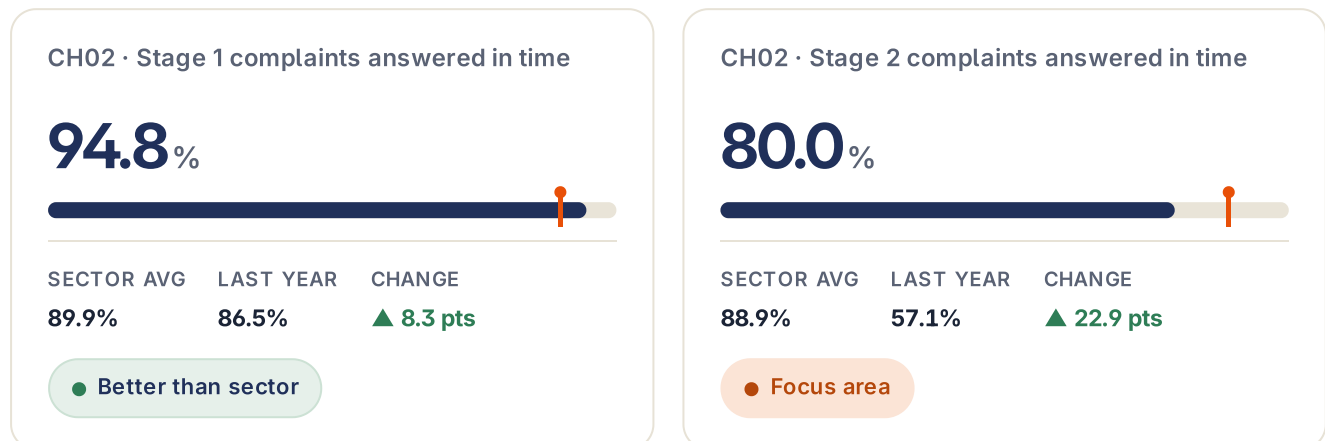


● Sector average is 100% across each check - Nehemiah is in line with the best.

04 HANDLING COMPLAINTS

Answering complaints faster

When you complain, you deserve a timely response. We answered **94.8% of Stage 1 complaints** within the Complaint Handling Code timescales - up from 86.5% last year and above the sector average of 89.9%. **Stage 2 responses rose sharply too, from 57.1% to 80.0%.** That is real progress, though still below the sector average of 88.9%, so quicker Stage 2 responses remain a priority for us.



05 COMPLAINTS RECEIVED

More complaints logged - and acted on

We also report how many complaints we receive for every 1,000 homes. This year that rose to **63.2 Stage 1** and **8.2 Stage 2** complaints per 1,000 homes, up from 30.1 and 5.7 last year. Our Stage 2 rate is in line with the sector average of 8.3; our Stage 1 rate is above the average of 53.5. Some of this rise reflects making it easier to raise concerns and recording them more consistently - and we treat every complaint as a chance to put something right. We are reviewing the themes behind them closely.

CH01 · Stage 1 complaints received

63.2 per 1,000 homes

Nehemiah  63.2

Sector avg  53.5

LAST YEAR CHANGE
30.1 ▲ 110%

● Above sector average

CH01 · Stage 2 complaints received

8.2 per 1,000 homes

Nehemiah  8.2

Sector avg  8.3

LAST YEAR CHANGE
5.7 ▲ 44%

● In line with sector

06 ANTI-SOCIAL BEHAVIOUR

Fewer cases than last year

Everyone has the right to feel safe and settled where they live. We recorded **26.2 anti-social behaviour cases per 1,000 homes** this year - down from 29.2 last year and below the sector average of 36.0. We continue to work closely with residents and partners to resolve cases and support anyone affected.

NM01 · Anti-social behaviour cases

26.2 per 1,000 homes

Nehemiah  26.2

Sector avg  36.0

LAST YEAR CHANGE
29.2 ▼ 10%

● Fewer · below sector

07 HATE-RELATED INCIDENTS

Low numbers, closely monitored

As a landlord rooted in serving diverse communities, we take hate-related incidents extremely seriously. We recorded **2.5 hate-related cases per 1,000 homes** this year, up from none recorded last year. Numbers remain low, but any incident matters to us - we encourage residents to report, and we make sure every report is met with support and appropriate action.

NM01 · Hate-related ASB cases

2.5 per 1,000 homes

Nehemiah  2.5

Sector avg  0.7

LAST YEAR CHANGE
0.0 ▲ from 0.0

● We monitor these closely

08 THE FULL PICTURE

All management measures at a glance

Measure	Nehemiah 2025/26	Sector avg (RSH LCRA)	Nehemiah 2024/25	Year on year
KEEPING HOMES DECENT & IN REPAIR				
RP01 Homes not meeting the Decent Homes Standard	0.0%	0.5%	0.0%	-
RP02 Emergency repairs completed in target time	97.5%	94.9%	88.2%	+9.3 pts
RP02 Routine repairs completed in target time	95.9%	82.5%	93.5%	+2.4 pts
BUILDING SAFETY				
BS01 Gas safety checks	99.9%	100.0%	100.0%	-
BS02 Fire safety checks	100.0%	100.0%	100.0%	-
BS03 Asbestos safety checks	100.0%	100.0%	100.0%	-
BS04 Water safety checks	100.0%	100.0%	100.0%	-
BS05 Lift safety checks	100.0%	100.0%	100.0%	-
COMPLAINTS				
CH02 Stage 1 complaints answered in time	94.8%	89.9%	86.5%	+8.3 pts
CH02 Stage 2 complaints answered in time	80.0%	88.9%	57.1%	+22.9 pts
CH01 Stage 1 complaints received (per 1,000 homes)	63.2	53.5	30.1	+110%
CH01 Stage 2 complaints received (per 1,000 homes)	8.2	8.3	5.7	+44%
NEIGHBOURHOOD				
NM01 Anti-social behaviour cases (per 1,000 homes)	26.2	36.0	29.2	-10%
NM01 Hate-related ASB cases (per 1,000 homes)	2.5	0.7	0.0	New



About these figures

Management Tenant Satisfaction Measures for the year 1 April 2025 to 31 March 2026, reported to the Regulator of Social Housing. Perception measures (TP01–TP12), based on our tenant survey, are reported separately.

Get in touch

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Sector comparison

“Sector average” is the RSH All-LCRA median - the middle result across landlords providing Low-Cost Rental Accommodation. “pts” means percentage points.

Full Tenant Satisfaction Measures, including our perception survey results, are available at nehemiah.co.uk.