

Solihull Care Housing Association is an active member of a benchmarking club managed by Acuity, which includes 170 housing associations, each managing fewer than 2,000 homes. This membership provides a valuable platform for performance comparison, knowledge sharing, and continuous improvement.

The insights gained from the benchmarking club will continue to shape our strategic priorities, ensuring that Solihull Care Housing Association remains responsive, efficient, and resident-focused.

KPI	SCHA	Benchmark median
%age void loss HfOP*	2.47	1.05
%age rent collected	102.2	97.86
%age Current tenants rent arrears (SH)	2.08	4.16
%age Former tenants arrears (HfOP)	0.18	0.13%
% Former tenants arrears written off	0.18	0.04
%age Repairs Fix on 1 st visit	85.69	91.3
%age Residents satisfied with most recent repair based on repairs completion advice	96	92
Average days lost to sickness absence	29.5	5
Costs per property of responsive repairs and void works £	967	901
%age emergency repairs completed within target	97.05	90.32
Safety checks (gas, lifts, water, fire) %	100	100

Performance information – Benchmarking 2023-24

Operating margin (overall)%	19.28	16.06
Operating margin (of social housing lettings)%	11.43	18.82
Return on Capital Employed %	3.16	2.59
Headline social housing cost per unit £	8,551	6,481