

How are we performing?

July 2026

Safe and well maintained homes

Repairs satisfaction

Actual
90%

Target **90%**



Gas safety checks up-to-date

Actual
99.74%

Target **100%**



Emergency repairs completed in timescale

Actual
99.61%

Target **98%**



Non-emergency repairs completed in timescale

Actual
98.10%

Target **96%**



Electrical safety checks up-to-date

Actual
97.22%

Target **100%**



Fire risk assessments up-to-date

Actual
84.80%

Target **100%**



Homes failing Decent Homes Standard

Actual
6

Target **0**



Meeting customer and community needs

New homes developed

Actual (year to date)

53

Target **453**

• Annual target



Average days to re-let vacant homes

Actual
50.95

Target **30**



Average days to let new homes

Actual
5

Target **10**



Rent in arrears

Actual
4.06%

Target **3.80%**



ASB cases per 1,000 homes

Actual
2.81

Sector average **30.4**



Complaints

Stage 1 complaints handled within timescales

Actual
95.65%



• Allowing extensions

Target **100%**

Stage 2 complaints handled within timescales

Actual
94.44%



• Allowing extensions

Target **100%**

Stage 1 complaints handled in timescale

Actual
94.20%

Target **88%**



Stage 2 complaints handled in timescale

Actual
94.44%

Target **82%**

