

How are we performing?

September 2025

Safe and well maintained homes

Repairs satisfaction

Actual **90.60%**
Target **92%**



Gas safety checks up-to-date

Actual **99.90%**
Target **100%**



Emergency repairs completed in timescale

Actual **99.47%**
Target **98%**



Non-emergency repairs completed in timescale

Actual **97.05%**
Target **96%**



Electrical safety checks up-to-date

Actual **96.63%**
Target **100%**



Fire risk assessments up-to-date

Actual **98.37%**
Target **100%**



Homes failing Decent Homes Standard

Actual **7**
Target **0**



Meeting customer and community needs

New homes developed

Actual (year to date) **178**
Target **309**
• Annual target



Average days to re-let vacant homes

Actual **28.71**
Target **20**



Average days to let new homes

Actual **2.73**
Target **10**



Rent in arrears

Actual **4.62%**
Target **3.80%**



ASB cases per 1,000 homes

Actual **1.66**
Sector average **25.36**



Complaints

Stage 1 complaints raised

26



Stage 2 complaints raised

5



Stage 1 complaints handled in timescale

Actual **77.14%**
Target **88%**



Stage 2 complaints handled in timescale

Actual **80%**
Target **82%**

