

How are we performing?

August 2025



Safe and well maintained homes

Repairs satisfaction

Actual
90.91%
Target
92%

Emergency repairs completed in timescale

Actual
97.78%
Target
98%

Non-emergency repairs completed in timescale

Actual
97.14%
Target
96%

Gas safety checks up-to-date

Actual
99.87%
Target
100%

Fire risk assessments up-to-date

Actual
98.06%
Target
100%

Homes failing Decent Homes Standard

Actual
4
Target
0

Electrical safety checks up-to-date

Actual
95.93%
Target
100%

Meeting customer and community needs

New homes developed

Actual (to date)
41
Target*
312

*Annual target

Average days to re-let vacant homes

Actual
37.22
Target
20

Average days to let new homes

Actual
13
Target
10

Rent in arrears

Actual
4.44%
Target
3.80%

ASB cases per 1,000 homes

Actual
3.21
Sector benchmark
25.36

Complaints

Stage 1 complaints raised

43

Stage 2 complaints raised

10

Stage 1 complaints handled in timescale

Actual
83.78%
Target
88%

Stage 2 complaints handled in timescale

Actual
86.67%
Target
82%