

How are we performing?

January 2026

Safe and well maintained homes

Repairs satisfaction

Actual
83.01%

Target **92%**



Gas safety checks up-to-date

Actual
99.46%

Target **100%**



Emergency repairs completed in timescale

Actual
96.65%

Target **98%**



Non-emergency repairs completed in timescale

Actual
96.07%

Target **96%**



Electrical safety checks up-to-date

Actual
97.60%

Target **100%**



Fire risk assessments up-to-date

Actual
94.02%

Target **100%**



Homes failing Decent Homes Standard

Actual
18

Target **0**



Meeting customer and community needs

New homes developed

Actual (year to date)

238

Target **309**

• Annual target



Average days to re-let vacant homes

Actual
24.76

Target **20**



Average days to let new homes

Actual

-

Target **10**



Rent in arrears

Actual
4.50%

Target **3.80%**



ASB cases per 1,000 homes

Actual
1.65

Sector average **25.36**



Complaints

Stage 1 complaints raised

37



Stage 2 complaints raised

14



Stage 1 complaints handled in timescale

Actual
72.22%

Target **88%**



Stage 2 complaints handled in timescale

Actual
90.91%

Target **82%**

