

How are we performing?

January 2026

Safe and well maintained homes

Repairs satisfaction

Actual
81.82%

Target **92%**



Gas safety checks up-to-date

Actual
99.61%

Target **100%**



Emergency repairs completed in timescale

Actual
97.36%

Target **98%**



Non-emergency repairs completed in timescale

Actual
97.78%

Target **96%**



Electrical safety checks up-to-date

Actual
97.14%

Target **100%**



Fire risk assessments up-to-date

Actual
92.61%

Target **100%**



Homes failing Decent Homes Standard

Actual
12

Target **0**



Meeting customer and community needs

New homes developed

Actual (year to date)

242

Target **309**

• Annual target



Average days to re-let vacant homes

Actual
36.11

Target **20**



Average days to let new homes

Actual
5.50

Target **10**



Rent in arrears

Actual
4.27%

Target **3.80%**



ASB cases per 1,000 homes

Actual
2.82

Sector average **25.36**



Complaints

Stage 1 complaints raised

44



Stage 2 complaints raised

17



Stage 1 complaints handled in timescale

Actual
93.02%

Target **88%**



Stage 2 complaints handled in timescale

Actual
100%

Target **82%**

