

How are we performing?

October 2025

Safe and well maintained homes

Repairs satisfaction

Actual **90.99%**
Target **92%**



Gas safety checks up-to-date

Actual **99.85%**
Target **100%**



Emergency repairs completed in timescale

Actual **98.46%**
Target **98%**



Non-emergency repairs completed in timescale

Actual **96.0%**
Target **96%**



Electrical safety checks up-to-date

Actual **96.74%**
Target **100%**



Fire risk assessments up-to-date

Actual **97.97%**
Target **100%**



Homes failing Decent Homes Standard

Actual **9**
Target **0**



Meeting customer and community needs

New homes developed

Actual (year to date) **198**
Target **309**
• Annual target



Average days to re-let vacant homes

Actual **26.88**
Target **20**



Average days to let new homes

Actual **12.56**
Target **10**



Rent in arrears

Actual **4.53%**
Target **3.80%**



ASB cases per 1,000 homes

Actual **1.65**
Sector average **25.36**



Complaints

Stage 1 complaints raised

42



Stage 2 complaints raised

12



Stage 1 complaints handled in timescale

Actual **82.05%**
Target **88%**



Stage 2 complaints handled in timescale

Actual **87.50%**
Target **82%**

