

How are we performing?

March 2026

Safe and well maintained homes

Repairs satisfaction

Actual
91.86%

Target **92%**



Gas safety checks up-to-date

Actual
99.74%

Target **100%**



Emergency repairs completed in timescale

Actual
97.75%

Target **98%**



Non-emergency repairs completed in timescale

Actual
96.38%

Target **96%**



Electrical safety checks up-to-date

Actual
97.94%

Target **100%**



Fire risk assessments up-to-date

Actual
91.16%

Target **100%**



Homes failing Decent Homes Standard

Actual
9

Target **0**



Meeting customer and community needs

New homes developed

Actual (year to date)

276

Target **309**

• Annual target



Average days to re-let vacant homes

Actual
20.60

Target **20**



Average days to let new homes

Actual
3.00

Target **10**



Rent in arrears

Actual
3.98%

Target **3.80%**



ASB cases per 1,000 homes

Actual
5.89

Sector average **25.36**



Complaints

Stage 1 complaints raised

48



Stage 2 complaints raised

12



Stage 1 complaints handled in timescale

Actual
88.37%

Target **88%**



Stage 2 complaints handled in timescale

Actual
100%

Target **82%**

