

How are we performing?

August 2025

Safe and well maintained homes

Repairs satisfaction

Actual **90.91%**
Target **92%**



Gas safety checks up-to-date

Actual **99.87%**
Target **100%**



Emergency repairs completed in timescale

Actual **97.78%**
Target **98%**



Non-emergency repairs completed in timescale

Actual **97.14%**
Target **96%**



Electrical safety checks up-to-date

Actual **95.93%**
Target **100%**



Fire risk assessments up-to-date

Actual **98.06%**
Target **100%**



Homes failing Decent Homes Standard

Actual **4**
Target **0**



Meeting customer and community needs

New homes developed

Actual (year to date) **156**
Target **309**
• 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 average **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%**

