

How are we performing?

May 2026

Safe and well maintained homes

Repairs satisfaction

Actual **89.41%**
Target **90%**



Gas safety checks up-to-date

Actual **98.59%**
Target **100%**



Emergency repairs completed in timescale

Actual **98.97%**
Target **98%**



Non-emergency repairs completed in timescale

Actual **97.30%**
Target **96%**



Electrical safety checks up-to-date

Actual **97.67%**
Target **100%**



Fire risk assessments up-to-date

Actual **91.32%**
Target **100%**



Homes failing Decent Homes Standard

Actual **10**
Target **0**



Meeting customer and community needs

New homes developed

Actual (year to date) **21**
Target **453**
• Annual target



Average days to re-let vacant homes

Actual **47.18**
Target **30**



Average days to let new homes

Actual **7**
Target **10**



Rent in arrears

Actual **4.03%**
Target **3.80%**



ASB cases per 1,000 homes

Actual **9.53**
Sector average **30.4**



Complaints

Stage 1 complaints handled within timescales

Actual **90%**
Target **100%**



• Allowing extensions

Stage 2 complaints handled within timescales

Actual **85.71**
Target **100%**



• Allowing extensions

Stage 1 complaints handled in timescale

Actual **86%**
Target **88%**



Stage 2 complaints handled in timescale

Actual **78.57%**
Target **82%**

