

How are we performing?

April 2026

Safe and well maintained homes

Repairs satisfaction

Actual
91.86%

Target **90%**



Gas safety checks up-to-date

Actual
99.77%

Target **100%**



Emergency repairs completed in timescale

Actual
98.71%

Target **98%**



Non-emergency repairs completed in timescale

Actual
97.56%

Target **96%**



Electrical safety checks up-to-date

Actual
97.61%

Target **100%**



Fire risk assessments up-to-date

Actual
47.85%

Target **100%**



Homes failing Decent Homes Standard

Actual
8

Target **0**



Meeting customer and community needs

New homes developed

Actual (year to date)

1

Target **453**

• Annual target



Average days to re-let vacant homes

Actual
47.29

Target **30**



Average days to let new homes

Actual
6.31

Target **10**



Rent in arrears

Actual
4.30%

Target **3.80%**



ASB cases per 1,000 homes

Actual
5.66

Sector average **30.4**



Complaints

Stage 1 complaints handled within timescales

Actual
81.82%



• Allowing extensions Target **100%**

Stage 2 complaints handled within timescales

Actual
90.91%



• Allowing extensions Target **100%**

Stage 1 complaints handled in timescale

Actual
88.37%

Target **88%**



Stage 2 complaints handled in timescale

Actual
100%

Target **82%**

