

How are we performing?

December 2025

Safe and well maintained homes

Repairs satisfaction

Actual **88.54%**
Target **92%**



Gas safety checks up-to-date

Actual **99.69%**
Target **100%**



Emergency repairs completed in timescale

Actual **98.42%**
Target **98%**



Non-emergency repairs completed in timescale

Actual **96.07%**
Target **96%**



Electrical safety checks up-to-date

Actual **97.96%**
Target **100%**



Fire risk assessments up-to-date

Actual **91.64%**
Target **100%**



Homes failing Decent Homes Standard

Actual **19**
Target **0**



Meeting customer and community needs

New homes developed

Actual (year to date) **234**
Target **309**
• Annual target



Average days to re-let vacant homes

Actual **25.50**
Target **20**



Average days to let new homes

Actual **4.14**
Target **10**



Rent in arrears

Actual **4.75%**
Target **3.80%**



ASB cases per 1,000 homes

Actual **1.53**
Sector average **25.36**



Complaints

Stage 1 complaints raised

35



Stage 2 complaints raised

6



Stage 1 complaints handled in timescale

Actual **84.38%**
Target **88%**



Stage 2 complaints handled in timescale

Actual **88.89%**
Target **82%**

