

Monthly housing performance report – February 2025

Category 1 – Safe Homes

Repairs – percentage completed within timescale	94.08%
Repairs – satisfaction rate	94%
Gas – percentage of homes with a valid gas safety certificate	98.66%
Gas – satisfaction rate	91%
Electric – percentage of domestic properties with an EICR certificate within five years	99.30%
Electric – satisfaction rate	100%

Category 2 – Service Quality

Empty homes – average relet time in days	50.80
Empty homes – satisfaction rate	100%
Rent – current arrears	2.46%

Category 3 – Feedback

Complaints – number of stage 1 (year to date)	325
Complaints – number of stage 2 (year to date)	44
Complaints – satisfaction rate for handling (year to date)	50%
Complaints – satisfaction rate overall (year to date)	49%

Category 4 – Involvement

Number of new involved tenants	3
Number of activities	11
Number of tenants that attended activities	78