

Monthly housing performance report – June 2025

Category 1 – Safe Homes

Repairs – percentage completed within timescale	Data unavailable
Repairs – satisfaction rate	N/A
Gas – percentage of homes with a valid gas safety certificate	99.67%
Gas – satisfaction rate	93%
Electric – percentage of domestic properties with an EICR certificate within five years	99.68%
Electric – satisfaction rate	N/A

Category 2 – Service Quality

Empty homes – average relet time in days	77.30
Empty homes – satisfaction rate	N/A
Rent – current arrears	Data unavailable

Category 3 – Feedback

Complaints – number of stage 1 (year to date)	81
Complaints – number of stage 2 (year to date)	28
Complaints – satisfaction rate for handling (year to date)	47%
Complaints – satisfaction rate overall (year to date)	47%

Category 4 – Involvement

Number of new involved tenants	2
Number of activities	16
Number of tenants that attended activities	101