

Monthly housing performance report – March 2025

Category 1 – Safe Homes

Repairs – percentage completed within timescale	90.10%
Repairs – satisfaction rate	88%
Gas – percentage of homes with a valid gas safety certificate	99.17%
Gas – satisfaction rate	97%
Electric – percentage of domestic properties with an EICR certificate within five years	99.32%
Electric – satisfaction rate	N/A

Category 2 – Service Quality

Empty homes – average relet time in days	48.14
Empty homes – satisfaction rate	100%
Rent – current arrears	2.08%

Category 3 – Feedback

Complaints – number of stage 1 (year to date)	350
Complaints – number of stage 2 (year to date)	56
Complaints – satisfaction rate for handling (year to date)	53%
Complaints – satisfaction rate overall (year to date)	56%

Category 4 – Involvement

Number of new involved tenants	21
Number of activities	11
Number of tenants that attended activities	52