

## Monthly housing performance report – May 2025

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### Category 1 – Safe Homes

Repairs – percentage completed within timescale	Data unavailable
Repairs – satisfaction rate	100%
Gas – percentage of homes with a valid gas safety certificate	99.69%
Gas – satisfaction rate	93%
Electric – percentage of domestic properties with an EICR certificate within five years	99.56%
Electric – satisfaction rate	100%

### Category 2 – Service Quality

Empty homes – average relet time in days	41.33
Empty homes – satisfaction rate	100%
Rent – current arrears	Data unavailable

### Category 3 – Feedback

Complaints – number of stage 1 (year to date)	45
Complaints – number of stage 2 (year to date)	18
Complaints – satisfaction rate for handling (year to date)	42%
Complaints – satisfaction rate overall (year to date)	50%

### Category 4 – Involvement

Number of new involved tenants	6
Number of activities	17
Number of tenants that attended activities	112