

## Monthly housing performance report – December 2025

The figures shown are monthly. The previous month is provided for comparison. The year to date figure is given where this applies. This shows the average satisfaction since April to the end of the latest month.

We survey approximately 3,500 tenants a year across all key housing services.

### Category 1 – Safe Homes

Indicator	November	December	Year to Date / Trend
Repairs – percentage completed within timescale	No data	No data	-
Repairs – satisfaction rate	89% (142 surveyed)	81% (134 surveyed)	89%
Gas – percentage of homes with a valid gas safety certificate	99.63%	99.85%	↑
Gas – satisfaction rate	90% (88 surveyed)	83% (24 surveyed)	93%
Electric – percentage of domestic properties with an EICR certificate within five years	99.91%	99.96%	↑
Electric – satisfaction rate	- No surveys	92% (38 surveyed)	97%

### Category 2 – Service Quality

Indicator	November	December	Year to Date / Trend
Empty homes – average relet time in days	71.79	98.00	↓
Empty homes – satisfaction rate	100% (6 surveyed)	50% (2 surveyed)	94%
Rent – current arrears	No data	No data	-

### Category 3 – Feedback

Indicator	November	December	Year to Date / Trend
Complaints – number of stage 1 (year to date)	237	268	-
Complaints – number of stage 2 (year to date)	81	88	-
Complaints – satisfaction rate for handling (year to date)	57% YTD (7 surveyed)	60% YTD (3 surveyed)	60%
Complaints – satisfaction rate overall (year to date)	54% YTD (7 surveyed)	57% YTD (3 surveyed)	57%

### Category 4 – Involvement

Indicator	November	December	Year to Date /Trend
Number of new involved tenants	14	13	↓
Number of activities	17	18	↑
Number of tenants that attended activities	159	88	↓