

Monthly housing performance report – January 2026

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	December	January	Year to Date / Trend
Repairs – percentage completed within timescale	No data	No data	-
Repairs – satisfaction rate	81% (134 surveyed)	89% (157 surveyed)	89%
Gas – percentage of homes with a valid gas safety certificate	99.85%	99.81%	↓
Gas – satisfaction rate	83% (24 surveyed)	90% (87 surveyed)	92%
Electric – percentage of domestic properties with an EICR certificate within five years	99.96%	99.98%	↑
Electric – satisfaction rate	92% (38 surveyed)	N/A (0 surveyed)	97%

Category 2 – Service Quality

Indicator	December	January	Year to Date / Trend
Empty homes – average relet time in days	98.00	97.73	↑
Empty homes – satisfaction rate	50% (2 surveyed)	100% (11 surveyed)	95%
Rent – current arrears	No data	No data	-

Category 3 – Feedback

Indicator	December	January	Year to Date / Trend
Complaints – number of stage 1 (year to date)	268	317	-
Complaints – number of stage 2 (year to date)	88	105	-
Complaints – satisfaction rate for handling (year to date)	60% YTD (3 surveyed)	60% YTD (4 surveyed)	60%
Complaints – satisfaction rate overall (year to date)	57% YTD (3 surveyed)	60% YTD (4 surveyed)	60%

Category 4 – Involvement

Indicator	December	January	Year to Date /Trend
Number of new involved tenants	13	9	↓
Number of activities	18	11	↓
Number of tenants that attended activities	88	81	↓