

Monthly housing performance report – November 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	October	November	Year to Date / Trend
Repairs – percentage completed within timescale	Data unavailable		-
Repairs – satisfaction rate	88% (151 surveyed)	89% (142 surveyed)	90%
Gas – percentage of homes with a valid gas safety certificate	99.65%	99.63%	↓
Gas – satisfaction rate	- No surveys	90% (88 surveyed)	93%
Electric – percentage of domestic properties with an EICR certificate within five years	99.71%	99.91%	↑
Electric – satisfaction rate	100% (10 surveyed)	- No surveys	99%

Category 2 – Service Quality

Indicator	October	November	Year to Date / Trend
Empty homes – average relet time in days	51.00	71.79	↓
Empty homes – satisfaction rate	- No surveys	100% (6 surveyed)	97%
Rent – current arrears	2.94		↓

Category 3 – Feedback

Indicator	October	November	Year to Date / Trend
Complaints – number of stage 1 (year to date)	204	237	-
Complaints – number of stage 2 (year to date)	70	81	-
Complaints – satisfaction rate for handling (year to date)	55% YTD (2 surveyed)	57% (7 surveyed)	57%
Complaints – satisfaction rate overall (year to date)	51% YTD (2 surveyed)	54% YTD (7 surveyed)	54%

Category 4 – Involvement

Indicator	October	November	Year to Date /Trend
Number of new involved tenants	5	14	↑
Number of activities	13	17	↑
Number of tenants that attended activities	97	159	↑