

## Monthly housing performance report – October 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	September	October	Year to Date / Trend
Repairs – percentage completed within timescale	Data unavailable	Data unavailable	-
Repairs – satisfaction rate	91% (185 surveyed)	88% (151 surveyed)	90%
Gas – percentage of homes with a valid gas safety certificate	99.54%	99.65%	↑
Gas – satisfaction rate	99% (92 surveyed)	- No surveys	94%
Electric – percentage of domestic properties with an EICR certificate within five years	99.57%	99.71%	↑
Electric – satisfaction rate	100% (12 surveyed)	100% (10 surveyed)	99%

### Category 2 – Service Quality

Indicator	September	October	Year to Date / Trend
Empty homes – average relet time in days	50.38	51.00	↓
Empty homes – satisfaction rate	- No surveys	- No surveys	96%
Rent – current arrears	2.57%	2.94	↓

### Category 3 – Feedback

Indicator	September	October	Year to Date / Trend
Complaints – number of stage 1 (year to date)	170	204	-
Complaints – number of stage 2 (year to date)	49	70	-
Complaints – satisfaction rate for handling (year to date)	53% YTD (3 surveyed)	55% YTD (2 surveyed)	55%
Complaints – satisfaction rate overall (year to date)	49% YTD (3 surveyed)	51% YTD (2 surveyed)	41%

### Category 4 – Involvement

Indicator	September	October	Year to Date /Trend
Number of new involved tenants	7	5	↓
Number of activities	16	13	↓
Number of tenants that attended activities	68	97	↑