

Monthly housing performance report – September 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	August	September	Year to Date / Trend
Repairs – percentage completed within timescale	Data unavailable	Data unavailable	-
Repairs – satisfaction rate	91% (155 surveyed)	91% (185 surveyed)	91%
Gas – percentage of homes with a valid gas safety certificate	99.75%	99.54%	↓
Gas – satisfaction rate	-	99% (92 surveyed)	94%
Electric – percentage of domestic properties with an EICR certificate within five years	99.71%	99.57%	↓
Electric – satisfaction rate	-	100% (12 surveyed)	99%

Category 2 – Service Quality

Indicator	August	September	Year to Date / Trend
Empty homes – average relet time in days	78.00	50.38	↑
Empty homes – satisfaction rate	-	-	96%
Rent – current arrears	Data unavailable	Data unavailable	-

Category 3 – Feedback

Indicator	August	September	Year to Date / Trend
Complaints – number of stage 1 (year to date)	139	170	-
Complaints – number of stage 2 (year to date)	44	49	-
Complaints – satisfaction rate for handling (year to date)	52% YTD (9 surveyed)	53% YTD (3 surveyed)	53%
Complaints – satisfaction rate overall (year to date)	47% YTD (9 surveyed)	49% YTD (3 surveyed)	49%

Category 4 – Involvement

Indicator	August	September	Year to Date /Trend
Number of new involved tenants	10	7	↓
Number of activities	17	16	↓
Number of tenants that attended activities	74	68	↓