

Monthly housing performance report – March 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	February	March	Year to Date / Trend
Repairs – percentage completed within timescale	No data	No data	-
Repairs – satisfaction rate	86% (136 surveyed)	85% (126 surveyed)	88%
Gas – percentage of homes with a valid gas safety certificate	99.84%	99.92%	↑
Gas – satisfaction rate	N/A (0 surveyed)	95% (97 surveyed)	92%
Electric – percentage of domestic properties with an EICR certificate within five years	99.96%	99.96%	↔
Electric – satisfaction rate	N/A (0 surveyed)	N/A (0 surveyed)	97%

Category 2 – Service Quality

Indicator	February	March	Year to Date / Trend
Empty homes – average relet time in days	79.17	79.85	↓
Empty homes – satisfaction rate	100% (11 surveyed)	100% (11 surveyed)	97%
Rent – current arrears	No data	No data	-

Category 3 – Feedback

Indicator	February	March	Year to Date / Trend
Complaints – number of stage 1 (year to date)	347	376	-
Complaints – number of stage 2 (year to date)	120	127	-
Complaints – satisfaction rate for handling (year to date)	63% YTD (4 surveyed)	66% YTD (6 surveyed)	66%
Complaints – satisfaction rate overall (year to date)	61% YTD (4 surveyed)	64% YTD (6 surveyed)	64%

Category 4 – Involvement

Indicator	February	February	Year to Date /Trend
Number of new involved tenants	8	10	↑
Number of activities	11	11	↔
Number of tenants that attended activities	67	74	↑