

Monthly housing performance report – February 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	January	February	Year to Date / Trend
Repairs – percentage completed within timescale	No data	No data	-
Repairs – satisfaction rate	89% (157 surveyed)	86% (136 surveyed)	88%
Gas – percentage of homes with a valid gas safety certificate	99.81%	99.84%	↑
Gas – satisfaction rate	90% (87 surveyed)	N/A (0 surveyed)	92%
Electric – percentage of domestic properties with an EICR certificate within five years	99.98%	99.96%	↓
Electric – satisfaction rate	N/A (0 surveyed)	N/A (0 surveyed)	97%

Category 2 – Service Quality

Indicator	January	February	Year to Date / Trend
Empty homes – average relet time in days	97.73	79.17	↑
Empty homes – satisfaction rate	100% (11 surveyed)	100% (11 surveyed)	96%
Rent – current arrears	3.38%	2.92%	2.92%

Category 3 – Feedback

Indicator	January	February	Year to Date / Trend
Complaints – number of stage 1 (year to date)	317	347	-
Complaints – number of stage 2 (year to date)	105	122	-
Complaints – satisfaction rate for handling (year to date)	60% YTD (4 surveyed)	63% YTD (4 surveyed)	63%
Complaints – satisfaction rate overall (year to date)	60% YTD (4 surveyed)	61% YTD (4 surveyed)	61%

Category 4 – Involvement

Indicator	January	February	Year to Date /Trend
Number of new involved tenants	9	8	↓
Number of activities	11	11	↔
Number of tenants that attended activities	81	67	↓