

April – June 2025

A selection of housing performance indicators created for tenants, by tenants.

Building safety



99.5% of properties with a valid gas service
(23 overdue due to refused access)

99.2% of domestic properties with a valid
electrical check

Engagement



13 Number of
tenant events held
in the quarter

Complaints



23 Number of Stage 1
complaints received *(Initial)*

4 Number of Stage 2 complaints
received *(Escalated from Stage 1)*

100% Proportion of stage one complaints
responded to within timescale *(10 working days)*

100% Proportion of stage two complaints
responded to within timescale *(20 working days)*

1 Number of complaints escalated to the
Ombudsman

Repairs



94.58%
Repairs
completed
within

target timescale
*(Non-emergency repairs 15,
30 or 60 working days)*

96.80% Repairs
completed within
target timescale
(Emergency repairs 24 hours)

3,524 Number of
repairs raised

3,349 Number of
repairs completed in
time

817 Number of
repairs outstanding

Lettings and waiting list



790 Number of households on
waiting list

62 Number of lettings in the
quarter

Adaptations



76 Minor adaptations completed

19 Major adaptations completed

Empty properties

57 Number of voids (for all reasons)



TBC Average time taken to
re-let properties *(calendar days)*

£179,662 Rent loss due to
vacant dwellings

Rent



£4,381,515 Rent collected for
current year

£1,113,480 Total rent arrears from
current tenants

£565,539 Total rent arrears from former
tenants