

# 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)

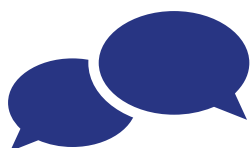
**99.2%** of domestic properties with a valid  
electrical check

## 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