

## Monthly housing performance report – August 2023

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### Category 1 – Safe Homes

Repairs – number completed within timescale	95.33%
Repairs – satisfaction rate	92%
Gas – number of homes with a valid gas safety certificate	99.38%
Gas – satisfaction rate	89%
Electric – number of domestic properties with an EICR certificate within five years	99.30%
Electric – satisfaction rate	Available from January 2024

### Category 2 – Service Quality

Empty homes – average relet time in days	29.31
Empty homes – satisfaction rate	95%
Rent – current arrears	1.31%
Rent – satisfaction in value for money	92%

### Category 3 – Feedback

Complaints – number of stage 1 (year to date)	71
Complaints – number of stage 2 (year to date)	4
Complaints – satisfaction rate for handling (year to date)	52%
Complaints – satisfaction rate overall (year to date)	52%

### Category 4 – Involvement

Number of new involved tenants	6
Number of activities	6
Number of tenants that attended activities	57