

## Monthly housing performance report – April 2025

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### Category 1 – Safe Homes

Repairs – percentage completed within timescale	91.64%
Repairs – satisfaction rate	91%
Gas – percentage of homes with a valid gas safety certificate	99.38%
Gas – satisfaction rate	N/A
Electric – percentage of domestic properties with an EICR certificate within five years	99.35%
Electric – satisfaction rate	90%

### Category 2 – Service Quality

Empty homes – average relet time in days	44.43
Empty homes – satisfaction rate	94%
Rent – current arrears	1.83%

### Category 3 – Feedback

Complaints – number of stage 1 (year to date)	22
Complaints – number of stage 2 (year to date)	9
Complaints – satisfaction rate for handling (year to date)	42%
Complaints – satisfaction rate overall (year to date)	50%

### Category 4 – Involvement

Number of new involved tenants	9
Number of activities	18
Number of tenants that attended activities	186