

Monthly housing performance report – May 2024

Category 1 – Safe Homes

Repairs – percentage completed within timescale	82.68%
Repairs – satisfaction rate	91%
Gas – percentage of homes with a valid gas safety certificate	97.90%
Gas – satisfaction rate	97%
Electric – percentage of domestic properties with an EICR certificate within five years	99.55%
Electric – satisfaction rate	N/A

Category 2 – Service Quality

Empty homes – average relet time in days	39.92
Empty homes – satisfaction rate	100%
Rent – current arrears	1.48%

Category 3 – Feedback

Complaints – number of stage 1 (year to date)	46
Complaints – number of stage 2 (year to date)	2
Complaints – satisfaction rate for handling (year to date)	67%
Complaints – satisfaction rate overall (year to date)	67%

Category 4 – Involvement

Number of new involved tenants	14
Number of activities	10
Number of tenants that attended activities	149