

## Monthly housing performance report – September 2024

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### Category 1 – Safe Homes

Repairs – percentage completed within timescale	93.07%
Repairs – satisfaction rate	91%
Gas – percentage of homes with a valid gas safety certificate	98.75%
Gas – satisfaction rate	98%
Electric – percentage of domestic properties with an EICR certificate within five years	99.50%
Electric – satisfaction rate	100%

### Category 2 – Service Quality

Empty homes – average relet time in days	47.91
Empty homes – satisfaction rate	70%
Rent – current arrears	1.89%

### Category 3 – Feedback

Complaints – number of stage 1 (year to date)	154
Complaints – number of stage 2 (year to date)	16
Complaints – satisfaction rate for handling (year to date)	53%
Complaints – satisfaction rate overall (year to date)	60%

### Category 4 – Involvement

Number of new involved tenants	5
Number of activities	21
Number of tenants that attended activities	108