

Monthly housing performance report – April 2026

The figures shown are monthly. The previous month is provided for comparison. The year to date figure is given where this applies. This shows the average satisfaction since April to the end of the latest month. The arrows show our direction of travel.

If you need a further explanation of any of this data, please contact Nicola Priest, Housing Regulatory Compliance Manager on 01636 650000.

We survey approximately 3,500 tenants a year across all key housing services.

Category 1 – Safe Homes

Indicator	March	April	Year to Date / Trend
Repairs – percentage non emergency completed within timescale	No data	98.71	-
Repairs – satisfaction rate	85% (126 surveyed)	88% (162 surveyed)	88%
Gas – percentage of homes with a valid gas safety certificate	99.94%	100%	↑
Gas – satisfaction rate	95% (97 surveyed)	94% (73 surveyed)	94%
Electric – percentage of domestic properties with an EICR certificate within five years	99.96%	100%	↑
Electric – satisfaction rate	N/A (0 surveyed)	100% (5 surveyed)	100%

Overall, our homes are safe and satisfaction with our safety testing services is high. Satisfaction with repairs is improving, but work is being done to bring this to above 90%.

Category 2 – Service Quality

Indicator	March	April	Year to Date / Trend
Empty homes – average relet time in days	79.85	67.28	↑
Empty homes – satisfaction rate	100% (11 surveyed)	100% (21 surveyed)	100%
Rent – current arrears	2.81%	2.93%	↓

Our empty homes relet times continue to remain high and figures are impacted by long term relets, but April has seen the first improvement for some time. Satisfaction however, remains extremely high with new tenants. Current rent arrears performance remains good, but arrears increased between March and April. Work continues to improve rent collection.

Category 3 – Feedback

Indicator	March	April	Year to Date / Trend
Complaints – number of stage 1 (year to date)	376	31	+9
Complaints – number of stage 2 (year to date)	127	11	+2
Complaints – satisfaction rate for handling (year to date)	66% YTD (6 surveyed)	43% YTD (7 surveyed)	43%
Complaints – satisfaction rate overall (year to date)	64% YTD (6 surveyed)	29% TYD (7 surveyed)	29%

The number of complaints has increased in recent years and continues to do so. Performance with satisfaction of complaint handling is improving overall annually, although we do get declines in performance in some months. Dedicated resource in this area is having an impact on this performance.

Category 4 – Involvement

Indicator	March	April	Year to Date /Trend
Number of new involved tenants	10	3	↓
Number of activities	11	11	↔
Number of tenants that attended activities	74	44	↓

There is a range of engagement activities for tenants held during the year and new tenants become involved each month. If you would like to be an involved tenant, in any way that suits you, please contact Get Involved getinvolved@newark-sherwooddc.gov.uk