

Monthly housing performance report – July 2023

Category 1 – Safe Homes

Repairs – number completed within timescale	95.69%
Repairs – satisfaction rate	86%
Gas – number of homes with a valid gas safety certificate	99.48%
Gas – satisfaction rate	94%
Electric – number of domestic properties with an EICR certificate within five years	99.12%
Electric – satisfaction rate	Available from January 2024

Category 2 – Service Quality

Empty homes – average relet time in days	30.06
Empty homes – satisfaction rate	87%
Rent – current arrears	1.49%
Rent – satisfaction in value for money	92%

Category 3 – Feedback

Complaints – number of stage 1 (year to date)	52
Complaints – number of stage 2 (year to date)	2
Complaints – satisfaction rate for handling (year to date)	56%
Complaints – satisfaction rate overall (year to date)	50%

Category 4 – Involvement

Number of new involved tenants	6
Number of activities	10
Number of tenants that attended activities	81