

Monthly housing performance report – May 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	April	May	Year to Date / Trend
Repairs – percentage non emergency completed within timescale	98.71	99.71	↑
Repairs – satisfaction rate	88% (162 surveyed)	85% (79 surveyed)	87%
Gas – percentage of homes with a valid gas safety certificate	100%	99.98%	↓
Gas – satisfaction rate	94% (73 surveyed)	93% (82 surveyed)	94%
Electric – percentage of domestic properties with an EICR certificate within five years	100%	100%	↔
Electric – satisfaction rate	100% (5 surveyed)	N/A (0 surveyed)	100%

Overall, our homes are safe and satisfaction with our safety testing services is high. Satisfaction with repairs is fluctuating and work is being done to improve the service.

Category 2 – Service Quality

Indicator	April	May	Year to Date / Trend
Empty homes – average relet time in days	67.28	111.05	↓
Empty homes – satisfaction rate	100% (21 surveyed)	100% (6 surveyed)	100%
Rent – current arrears	2.93%	2.56%	↑

Our empty homes relet times continue to remain high and recent figures are impacted by long term relets. Satisfaction however, remains extremely high with new tenants. Current rent arrears performance remains good and is improving between April and May. Work continues to improve rent collection.

Category 3 – Feedback

Indicator	April	May	Year to Date / Trend
Complaints – number of stage 1 (year to date)	31	27	+12
Complaints – number of stage 2 (year to date)	11	11	+4
Complaints – satisfaction rate for handling (year to date)	43% YTD (7 surveyed)	38% YTD (1 surveyed)	38%
Complaints – satisfaction rate overall (year to date)	29% TYD (7 surveyed)	25% YTD (1 surveyed)	25%

Performance with satisfaction of complaint handling is improving overall annually, although we do get declines in performance in some months. The first two months of the year have not started well and qualitative data shows that in almost all cases customers are unhappy with the ongoing repair / repairs service rather than the complaints service, but fail to separate these out from each other. We hope that driving improvements in repairs will reduce this type of dissatisfaction. Low survey numbers also have a huge impact on satisfaction results overall.

Category 4 – Involvement

Indicator	April	May	Year to Date /Trend
Number of new involved tenants	3	9	↑
Number of activities	11	8	↓
Number of tenants that attended activities	44	37	↓

There are a range of engagement activities for tenants held during the year and new tenants become involved each month. Fluctuations are normal and not a reflection of performance. If you would like to be an involved tenant, in any way that suits you, please contact Get Involved getinvolved@newark-sherwooddc.gov.uk