

Monthly housing performance report – July 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	June	July	Year to Date / Trend
Repairs – percentage non emergency completed within timescale	99.55	100	↑
Repairs – satisfaction rate	83% (83 surveyed)	94% (113 surveyed)	88%
Gas – percentage of homes with a valid gas safety certificate	99.96%	99.96%	↔
Gas – satisfaction rate	N/A (0 surveyed)	100% (23 surveyed)	94%
Electric – percentage of domestic properties with an EICR certificate within five years	100%	100%	↔
Electric – satisfaction rate	100% (6 surveyed)	100% (8 Surveyed)	100%

Overall, our homes are safe and satisfaction with our safety testing services remains high. Satisfaction with repairs is fluctuating, but shows significant improvement in July. Work continues to improve the service.

Category 2 – Service Quality

Indicator	June	July	Year to Date / Trend
Empty homes – average relet time in days	92.24	103.48	↓
Empty homes – satisfaction rate	100% (6 surveyed)	87% (15 surveyed)	96%
Rent – current arrears	2.31	2.49	↓

Our empty homes relet times continue to remain high. Recent figures are impacted by long term relets and it has increased again between June and July. Satisfaction with empty homes (new lettings), remains extremely high with new tenants. The decline in July related to two customers and themes were regarding communication and delays. Current rent arrears is fluctuating around 2.5%. Work continues to improve rent collection and reduce arrears.

Category 3 – Feedback

Indicator	June	July	Year to Date / Trend
Complaints – number of stage 1 (year to date increase shown)	34	44	+28
Complaints – number of stage 2 (year to date increase shown)	10	10	+7
Complaints – satisfaction rate for handling (year to date)	44% (10 surveyed)	50% (2 surveyed)	50%
Complaints – satisfaction rate overall (year to date)	44% (10 surveyed)	45% (2 surveyed)	45%

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 did not start well, but has moved in a positive direction since. 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. Performance for July saw an improvement in satisfaction. Low survey numbers also have a huge impact on satisfaction results overall. We hope that driving improvements in repairs will reduce this type of dissatisfaction, which will be supported by the recent appointment of our new Housing Complaints and Improvement Officer.

Category 4 – Involvement

Indicator	June	July	Year to Date /Trend
Number of new involved tenants	5	8	↑
Number of activities	11	16	↑
Number of tenants that attended activities	55	195	↑

We have recently improved our tenant involvement and engagement structure and recruited a number of new tenants to be involved. In July there were additional Community Link Groups held as these are now led by Tenancy Officers rather than the Tenant Engagement Team. If you would like to find out more about Community Link Groups in your area please visit our website [Community link groups | Tenant engagement | Newark and Sherwood District Council](#). If you would like to be an involved tenant, in any way that suits you, please contact Get Involved getinvolved@newark-sherwooddc.gov.uk