Monthly housing performance report – September 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	August	September	Year to Date / Trend
Repairs – percentage non emergency completed within timescale	100%	100%	↔
Repairs – satisfaction rate	86% (99 surveyed)	88% (86 surveyed)	88%
Gas – percentage of homes with a valid gas safety certificate	100%	100%	↔
Gas – satisfaction rate	93% (81 surveyed)	97% (58 surveyed)	94%
Electric – percentage of domestic properties with an EICR certificate within five years	100%	100%	↔
Electric – satisfaction rate	N/A (0 surveyed)	N/A (0 surveyed)	100%

Overall, our homes are safe and satisfaction with our safety testing services remains very high. Satisfaction with repairs is fluctuating, but shows 88% for the year since April, which is good. A variety of improvements are underway to improve service delivery and performance in repairs.

Category 2 – Service Quality

Indicator	August	September	Year to Date / Trend
Empty homes – average relet time in days	78.00	128.00	↓
Empty homes – satisfaction rate	80% (10 surveyed)	90% (10 surveyed)	93%
Rent – current arrears	2.16%	2.28%	↓

Our empty homes relet times continue to remain high and often show large fluctuations due to properties which have taken long periods to let, having an impact on the average days. Satisfaction with empty homes (new lettings), remains extremely high with new tenants. Current rent arrears is fluctuating, but is showing some stability and an overall improvement since April 2026. Work continues to improve rent collection and reduce arrears.

Category 3 – Feedback

Indicator	August	September	Year to Date / Trend
Complaints – number of stage 1 (year to date increase shown)	29	40	+35
Complaints – number of stage 2 (year to date increase shown)	4	14	+9
Complaints – satisfaction rate for handling (year to date)	50% (2 surveyed)	46% (2 surveyed)	46%
Complaints – satisfaction rate overall (year to date)	45% (2 surveyed)	46% (2 surveyed)	46%

Performance with satisfaction of complaint handling is improving overall annually, although we do get declines in performance in some months. We are slightly below our performance at this point last year (49%). 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. 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. We are also now tracking more detailed information relating to the completion of repairs following a complaint.

Category 4 – Involvement

Indicator	August	September	Year to Date /Trend
Number of new involved tenants	2	2	↔
Number of activities	7	29	↑
Number of tenants that attended activities	14	149	↑

Involvement activities vary each month and fluctuations are not an indicator of declined performance. There are a range of involvement activities available. If you would like to be an involved tenant, in any way that suits you, please contact Get Involved getinvolved@newark-sherwooddc.gov.uk