

**Monthly housing performance report – March 2024**

**Category 1 – Safe Homes**

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| --- | --- |
| Repairs – percentage completed within timescale | 88.5% |
| Repairs – satisfaction rate | 90% |
| Gas – percentage of homes with a valid gas safety certificate | 99.65% |
| Gas – satisfaction rate | 96% |
| Electric – percentage of domestic properties with an EICR certificate within five years | 99.26% |
| Electric – satisfaction rate | N/A |

**Category 2 – Service Quality**

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| --- | --- |
| Empty homes – average relet time in days | 31.79 |
| Empty homes – satisfaction rate | 79% |
| Rent – current arrears | 1.47% |
| Rent – satisfaction in value for money (annual figure) | 92% |

**Category 3 – Feedback**

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| --- | --- |
| Complaints – number of stage 1 (year to date) | 208 |
| Complaints – number of stage 2 (year to date) | 18 |
| Complaints – satisfaction rate for handling (year to date) | 55% |
| Complaints – satisfaction rate overall (year to date) | 58% |

**Category 4 – Involvement**

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| Number of new involved tenants | 13 |
| Number of activities | 31 |
| Number of tenants that attended activities | 74 |