

**Monthly housing performance report – November 2023**

**Category 1 – Safe Homes**

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| --- | --- |
| Repairs – percentage completed within timescale | 95.54% |
| Repairs – satisfaction rate | 86% |
| Gas – percentage of homes with a valid gas safety certificate | 99.38% |
| Gas – satisfaction rate | 95% |
| Electric – percentage of domestic properties with an EICR certificate within five years | 99.13% |
| Electric – satisfaction rate | Available from January 2024 |

**Category 2 – Service Quality**

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| --- | --- |
| Empty homes – average relet time in days | 29.33 |
| Empty homes – satisfaction rate | 100% |
| Rent – current arrears | 1.94% |
| Rent – satisfaction in value for money (annual figure) | 92% |

**Category 3 – Feedback**

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| --- | --- |
| Complaints – number of stage 1 (year to date) | 131 |
| Complaints – number of stage 2 (year to date) | 9 |
| Complaints – satisfaction rate for handling (year to date) | 55% |
| Complaints – satisfaction rate overall (year to date) | 55% |

**Category 4 – Involvement**

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| --- | --- |
| Number of new involved tenants | 15 |
| Number of activities | 12 |
| Number of tenants that attended activities | 123 |