

**Monthly housing performance report – September 2023**

**Category 1 – Safe Homes**

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| --- | --- |
| Repairs – percentage completed within timescale | 95% |
| Repairs – satisfaction rate | 91% |
| Gas – percentage of homes with a valid gas safety certificate | 99.54% |
| Gas – satisfaction rate | 97% |
| Electric – percentage of domestic properties with an EICR certificate within five years | 99.30% |
| Electric – satisfaction rate | Available from  January 2024 |

**Category 2 – Service Quality**

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| --- | --- |
| Empty homes – average relet time in days | 29.69 |
| Empty homes – satisfaction rate | 100% |
| Rent – current arrears | 1.49% |
| Rent – satisfaction in value for money (annual figure) | 92% |

**Category 3 – Feedback**

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| --- | --- |
| Complaints – number of stage 1 (year to date) | 92 |
| Complaints – number of stage 2 (year to date) | 5 |
| Complaints – satisfaction rate for handling (year to date) | 48% |
| Complaints – satisfaction rate overall (year to date) | 48% |

**Category 4 – Involvement**

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| --- | --- |
| Number of new involved tenants | 1 |
| Number of activities | 16 |
| Number of tenants that attended activities | 122 |