

Performance in June 2025

Managing Income

Percentage of money lost due to rent arrears: 2.4%

Target met - Our target is 2.9%

Delivering Customer Service

Percentage of customers satisfied with call handling: 92.9%

Target met - We have exceeded our target of 89%

Delivering Maintenance Service

Percentage of customers satisfied with the repair service: 75.3%

Target not met - This has improved since May but is still below our target of 86%.

Why? The main issues are poor communication, lengthy repair times, and poor repair quality.

What are we doing about it? We are working closely with our contractor, Ian Williams, to continue to improve this.

Percentage of homes with a valid gas safety certificate: 99.97%

Target not met - Our target is 100%

Why? One gas certificate was overdue as we could not access the property.

What are we doing about it? We have now been able to access this property and a gas certification is in place.

Managing Empty Homes

Percentage of money lost due to empty homes: 0.87%

Target not met - Our target is 0.80%

Why? We have been having some issues with our contractor who gets empty homes (known as "voids") ready for the next person to move in. Some of the work was not completed on time or to a very high standard. Because of this, we could not let anyone move into these properties.

What are we doing about it? We have raised these issues with the contractor and an improvement plan is being introduced.

Average time to let a property: 29 days

Target not met - Our target is 22 days

Why? The main issue was energy companies failing to attend appointments to install utility meters. Another reason was the issue with voids, as explained above.

What are we doing about it? In July, we introduced "any day" tenancy start date. This is so that tenants don't have to wait until a certain day of the week to move in if a property is ready. This means the property is empty for fewer days.