






## Performance as at April 2025

Delivering Maintenance Service			
Indicator	Target	Performance	How are we doing
% of homes with a valid gas safety certificate	100%	100%	
% Tenant satisfaction with repair	88%	72.6%	
<p><b>Satisfaction with repair</b> The target for satisfaction with repairs is set at 88%, with our current performance at 72.6%. This underperformance reflects operational challenges within the service.</p> <p>Feedback from residents has highlighted recurring concerns around the time taken to complete repairs, the quality of work, and the effectiveness of communication throughout the process.</p> <p>In response, we have implemented a number of changes to drive improvement, recognising that these will take time to embed. The follow-on and rebooking processes have been redesigned in collaboration with Ian Williams and the HUB. Meeting frameworks have been reviewed and strengthened to ensure that performance data is reviewed at the appropriate levels, that learning is captured effectively, and that actions are both logged and monitored.</p> <p>Ian Williams is also producing a comprehensive action plan outlining specific steps to address key issues and improve satisfaction. Furthermore, we are introducing bi-monthly community meetings on-site to engage directly with customers, enabling early intervention on emerging issues and providing a forum for resolving complaints more effectively.</p> <p>We are confident that these actions will lead to steady improvements in customer satisfaction.</p>			

Managing Empty Homes			
Indicator	Target	Performance	How are we doing
% of £ lost due to empty homes	0.78%	0.86%	
Average time to let a property	20 days	30.5 days	
<p><b>% of £'s lost due to empty homes</b> A number of long-term voids were carried over from the previous financial year, which has had a negative impact on overall performance.</p> <p><b>Average relet time:</b> We carried forward seven long-term voids from the previous financial year, all of which had been vacant for over 35 days. The primary issue affecting these properties was delays in utility meter installations, where we are dependent on the energy company.</p>			

In three cases, the energy company failed to attend scheduled meter installations; this matter has been escalated to the regulator.  
 To help reduce relet times, we will be introducing "any day" tenancies starting in July.  
 Housing meets weekly with Property Services and void contractors to manage and monitor performance. Demand for all property types remains strong

Managing Income			
Indicator	Target	Performance	How are we doing
% of £ lost due to rent arrears	2.90%	2.31%	

Delivering Customer Service			
Indicator	Target	Performance	How are we doing
% satisfaction with call handling:	88%	91.1%	