

How we performed... (Q3, 2024-25)

Empty homes turnaround



246

properties allocated



94

average number of days to re-let



91%

new tenants satisfied with the letting service

Compliance (Keeping you safe)



Gas

99.9%

gas compliance



Electrical

99.9%

EICR compliance



Water Hygiene

99.9%

Legionella compliance

Compliance (Keeping you safe)



Lifts

100%

lifting equipment inspections



Asbestos

100%

Asbestos compliance



Fire

100%

fire risk assessment compliance

Repairs



99.8%

of emergency repairs attended to within 24 hours



87%

of tenants satisfied with repair service

Neighbourhood & Communities (Anti-Social Behaviour)



100%

of ASB cases responded to in timescale



42 days

average time to resolve ASB



95.3%

of closed cases resolved

Complaints



957

complaint in quarter



77

ongoing live complaints

Customer Contact



27,124

calls received



78.8%

of calls answered within 40 seconds