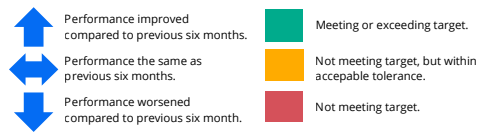


Our performance

See how we have performed in December 2025.



28 homes completed in December

88% of 2025/26 target

New homes completed

28 new homes were completed in December, 19 for rent and 9 for shared ownership.

Our target for the year is 212-248 homes.

83% satisfied

Residents satisfied with overall service provided (rented homes)

We continue to monitor our Tenant Satisfaction Measures (TSMs) and contact residents where issues are raised.

Our target for the year is 79.5%

73% satisfied

Residents satisfied with overall service provided (shared owners)

We continue to monitor our Tenant Satisfaction Measures (TSMs) and contact residents where issues are raised.

Our target for the year is 58%

100% completed

Emergency repairs completed by our technicians within 24 hours

We're pleased to have met the target for meeting emergency repairs.

Our target for the year is 100%

98% completed

Routine repairs completed by our technicians within 28 days

We're pleased to see the changes we've made to this service have meant an overall improvement in the repairs service as a whole.

Our target for the year is 85%

100% satisfied

Customer satisfaction with last repair

Good communication is an important factor in satisfaction with our repairs service, and we're pleased the changes we've made to the service have resulted in improved satisfaction.

Our target for the year is 80%

1.05% rent loss

Rent loss to properties being empty

We recognise that sometimes it may take a little longer to get homes ready for residents to move into to ensure they are good quality but we are making good progress on reducing the time it takes to complete necessary works and ensure residents can move in quickly. We're commencing a project in February 2026 to look at where we can make improvements to our processes, and where we can speed these up, whilst still ensuring good quality homes.

Our target for the year is 0.93%

100% of homes

% of homes with a valid gas safety certificate

There were no outstanding gas checks at the end of December.

Our target for the year is 100%

100% of risk assessments

% of fire risk assessments up to date

There were no outstanding fire risk assessments at the end of December.

Our target for the year is 100%

100% response rate

Complaints responded to in timescale

We responded to 46 complaints in December, all of which were completed within timescale.

Our target for the year is 100%

2.29% current arrears

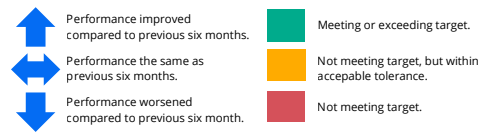
Current tenant rent arrears

We are pleased with our arrears performance, as well as a low eviction rate. If you are struggling with making rent payments, please get in touch with us so we can help.

Our target for the year is 3.5%

Our performance

See how we have performed in November 2025.



41 homes completed in November

77% of 2025/26 target

New homes completed

41 new homes were completed in November, six for rent and 35 for shared ownership.

Our target for the year is 212-248 homes.

83% satisfied

Residents satisfied with overall service provided (rented homes)

We continue to monitor our Tenant Satisfaction Measures (TSMs) and contact residents where issues are raised.

Our target for the year is 79.5%

71% satisfied

Residents satisfied with overall service provided (shared owners)

We continue to monitor our Tenant Satisfaction Measures (TSMs) and contact residents where issues are raised.

Our target for the year is 58%

100% completed

Emergency repairs completed by our technicians within 24 hours

We're pleased to have met the target for meeting emergency repairs.

Our target for the year is 100%

96.7% completed

Routine repairs completed by our technicians within 28 days

We're pleased to see the changes we've made to this service have meant an overall improvement in the repairs service as a whole.

Our target for the year is 85%

97% satisfied

Customer satisfaction with last repair

Good communication is an important factor in satisfaction with our repairs service, and we're pleased the changes we've made to the service have resulted in improved satisfaction.

Our target for the year is 80%

1.01% rent loss

Rent loss to properties being empty

We recognise that sometimes it may take a little longer to get homes ready to move into to ensure they are good quality. We are making good progress on reducing the time it takes to complete necessary works. We have moved our void delivery team and increased resource to speed up the letting of our empty homes.

Our target for the year is 0.93%

99.98% of homes

% of homes with a valid gas safety certificate

There were two outstanding gas checks at the end of November. We're taking steps to arrange access to undertake these important checks.

Our target for the year is 100%

100% of risk assessments

% of fire risk assessments up to date

There were no outstanding fire risk assessments at the end of November.

Our target for the year is 100%

100% satisfied

ASB complainants satisfied with the handling of their ASB case

Two ASB surveys were completed in November, with complainants being 100% satisfied with the handling and 100% satisfied with the outcome of complaints.

Our target for the year is 68%

100% response rate

Complaints responded to in timescale

We responded to 25 complaints in November, all of which were completed within timescale.

Our target for the year is 100%

2.26% current arrears

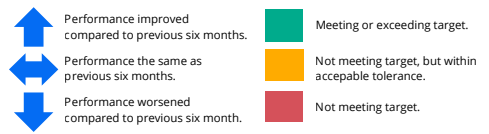
Current tenant rent arrears

We are pleased with our arrears performance, as well as a low eviction rate. If you are struggling with making rent payments, please get in touch with us so we can help.

Our target for the year is 3.5%

Our performance

See how we have performed in October 2025.



19 homes completed in October

52.8% of 2025/26 target

New homes completed

Ten new homes were completed in October, 15 for rent and four for shared ownership.

Our target for the year is 212-248 homes.

84% satisfied

Residents satisfied with overall service provided (rented homes)

We continue to monitor our Tenant Satisfaction Measures (TSMs) and contact residents where issues are raised.

Our target for the year is 79.5%

73% satisfied

Residents satisfied with overall service provided (shared owners)

We continue to monitor our Tenant Satisfaction Measures (TSMs) and contact residents where issues are raised.

Our target for the year is 58%

100% completed

Emergency repairs completed by our technicians within 24 hours

We're pleased to have met the target for meeting emergency repairs.

Our target for the year is 100%

96.2% completed

Routine repairs completed by our technicians within 28 days

The majority of repairs which are outside of our timeframe, are booked in with residents.

Our target for the year is 85%

90% satisfied

Customer satisfaction with last repair

Good communication is an important factor in satisfaction with our repairs service. We ensure residents are kept up to date with any ongoing repairs.

Our target for the year is 80%

Month	Rent Loss (%)
October	1.00
September	0.95
August	0.95
July	0.95
June	0.95
May	0.70
April	1.30

1.00% rent loss

Rent loss to properties being empty

Sometimes it may take a little longer to get homes ready for residents to move into to ensure they are good quality. We are making good progress on reducing the time it takes to complete necessary works.

Our target for the year is 0.93%

100% of homes

% of homes with a valid gas safety certificate

There were no outstanding gas checks at the end of October.

Our target for the year is 100%

100% of risk assessments

% of fire risk assessments up to date

There were no outstanding fire risk assessments at the end of October.

Our target for the year is 100%

100% satisfied

ASB complainants satisfied with the handling of their ASB case

Four ASB surveys were completed in October, with complainants being 100% satisfied with the handling and 100% satisfied with the outcome of complaints.

Our target for the year is 68%

100% response rate

Complaints responded to in timescale

We responded to 16 complaints in October, all of which were completed within timescale.

Our target for the year is 100%

Month	Current Tenant Rent Arrears (%)
October	2.07
September	2.20
August	2.50
July	2.30
June	2.30
May	2.30
April	2.30

2.07% current arrears

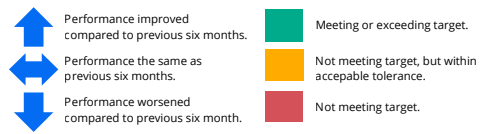
Current tenant rent arrears

We are pleased with our arrears performance, as well as a low eviction rate. If you are struggling with making rent payments, please get in touch with us so we can help.

Our target for the year is 3.5%

Our performance

See how we have performed in September 2025.



19 homes completed in September
52.8% of 2025/26 target

New homes completed

19 new homes were completed in September, nine for rent and ten for shared ownership.

Our target for the year is 212-248 homes.

84% satisfied

Residents satisfied with overall service provided (rented homes)

We continue to monitor our Tenant Satisfaction Measures (TSMs) and contact residents where issues are raised.

Our target for the year is 79.5%

70% satisfied

Residents satisfied with overall service provided (shared owners)

We continue to monitor our Tenant Satisfaction Measures (TSMs) and contact residents where issues are raised.

Our target for the year is 58%

100% completed

Emergency repairs completed by our technicians within 24 hours

We're pleased to have met the target for meeting emergency repairs.

Our target for the year is 100%

96.4% completed

Routine repairs completed by our technicians within 28 days

The majority of repairs which are outside of our timeframe, are booked in with residents.

Our target for the year is 85%

90% satisfied

Customer satisfaction with last repair

Good communication is an important factor in satisfaction with our repairs service. We ensure residents are kept up to date with any ongoing repairs.

Our target for the year is 80%

1.01% rent loss

Rent loss to properties being empty

Sometimes it may take a little longer to get homes ready for residents to move into to ensure they are good quality. We are making good progress on reducing the time it takes to complete necessary works.

Our target for the year is 0.93%

100% of homes

% of homes with a valid gas safety certificate

There were no outstanding gas checks at the end of September.

Our target for the year is 100%

100% of risk assessments

% of fire risk assessments up to date

There were no outstanding fire risk assessments at the end of September.

Our target for the year is 100%

83% satisfied

ASB complainants satisfied with the handling of their ASB case

Six ASB surveys were completed in September, with complainants being 83% satisfied with the handling and 83% satisfied with the outcome of complaints.

Our target for the year is 68%

100% response rate

Complaints responded to in timescale

We responded to 27 complaints in September, all of which were completed within timescale.

Our target for the year is 100%

2.29% current arrears

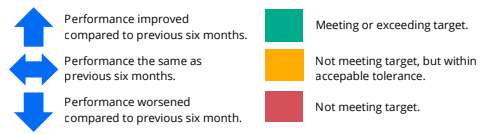
Current tenant rent arrears

We are pleased with our arrears performance, as well as a low eviction rate. If you are struggling with making rent payments, please get in touch with us so we can help.

Our target for the year is 3.5%

Our performance

See how we have performed in August 2025.



10 homes completed in August

52.8% of 2025/26 target

New homes completed

Ten new homes were completed in August, two for rent and eight for shared ownership.

Our target for the year is 212-248 homes.

83% satisfied

Residents satisfied with overall service provided (rented homes)

We continue to monitor our Tenant Satisfaction Measures (TSMs) and contact residents where issues are raised.

Our target for the year is 79.5%

71% satisfied

Residents satisfied with overall service provided (shared owners)

We continue to monitor our Tenant Satisfaction Measures (TSMs) and contact residents where issues are raised.

Our target for the year is 58%

100% completed

Emergency repairs completed by our technicians within 24 hours

We're pleased to have met the target for meeting emergency repairs.

Our target for the year is 100%

96.7% completed

Routine repairs completed by our technicians within 28 days

The majority of repairs which are outside of our timeframe, are booked in with residents.

Our target for the year is 85%

94% satisfied

Customer satisfaction with last repair

Good communication is an important factor in satisfaction with our repairs service. We ensure residents are kept up to date with any ongoing repairs.

Our target for the year is 80%

0.95% rent loss

Rent loss to properties being empty

Sometimes it may take a little longer to get homes ready for residents to move into to ensure they are good quality. We are making good progress on reducing the time it takes to complete necessary works.

Our target for the year is 0.93%

100% of homes

% of homes with a valid gas safety certificate

There were no outstanding gas checks at the end of August.

Our target for the year is 100%

100% of risk assessments

% of fire risk assessments up to date

There were no outstanding fire risk assessments at the end of August.

Our target for the year is 100%

100% satisfied

ASB complainants satisfied with the handling of their ASB case

Two ASB surveys were completed in August, with complainants being 100% satisfied with the handling and 100% satisfied with the outcome of complaints.

Our target for the year is 68%

100% response rate

Complaints responded to in timescale

We responded to 42 complaints in August, all of which were completed within timescale.

Our target for the year is 100%

2.59% current arrears

Current tenant rent arrears

We are pleased with our arrears performance, as well as a low eviction rate. If you are struggling with making rent payments, please get in touch with us so we can help.

Our target for the year is 3.5%

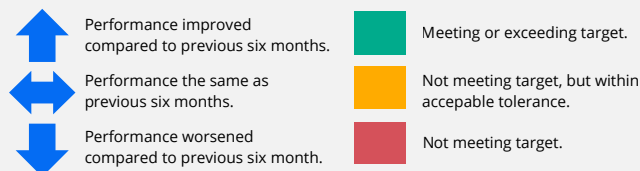
Our performance

See how we have performed in July 2025.

	July performance	2025/2026 performance	2025/2026 target	Change on previous month	Commentary
New homes completed	15	102	212-248	↓	15 new homes were completed in July, four for rent and eleven for shared ownership.
Tenants satisfied with overall service provided (rented homes)	82%	82%	79.5%	↑	We continue to collect Tenant Satisfaction Measures (TSMs), as our overall indicator for satisfaction. We continue to monitor this measure, as well as comments made, to identify areas to improve. This includes contacting residents where dissatisfaction or an unresolved query is identified in these comments (where we have the residents details - these can be provided anonymously).
Tenants satisfied with overall service provided (shared owners)	68%	68%	58%	↔	We continue to collect Tenant Satisfaction Measures (TSMs), as our overall indicator for satisfaction. We continue to monitor this measure, as well as comments made, to identify areas to improve. This includes contacting residents where dissatisfaction or an unresolved query is identified in these comments (where we have the residents details - these can be provided anonymously).
Emergency repairs completed by our technicians within 24 hours	100%	99.9%	100%	↔	We're pleased to have met the target for meeting emergency repairs.
Routine repairs completed by our technicians within 28 days	96.8%	94.3%	85%	↑	We have seen demand increase for our repairs service. To help manage this, we have recruited additional technicians into the team to increase the number of repairs we can do every month. The majority of repairs which are outside of our timeframe, are booked in with residents.
Customer satisfaction with last repair	88%	92%	80%	↓	Good communication is an important factor in satisfaction with our repairs service. As set out in the point above, where repairs are delayed, the majority are booked in with residents, and we ensure any updates on this are provided. We also receive consistent feedback from residents that they are satisfied with the service our technicians provide also.
Rent loss to properties being empty	0.95%	1.11%	0.93%	↓	We continue to review opportunities to let our homes quickly, and to a good standard. We recognise that sometimes it may take a little longer to get properties ready for residents to move into to ensure they are good quality but we are making good progress on reducing the time it takes to complete necessary works and ensure residents can move in quickly.
% of properties with a valid gas safety certificate	100%	100%	100%	↔	There were no outstanding gas checks at the end of July.
% of fire risk assessments up to date	100%	100%	100%	↔	There were no outstanding fire risk assessments at the end of July.
ASB complainants satisfied with the handling of their ASB case	80%	68%	68%	↑	Five ASB surveys were completed in July, with complainants being 80% satisfied with the handling and 100% satisfied with the outcome of complaints. We have changed our approach to how we complete our surveys to make sure that we speak to residents as early as possible and to make sure we identify areas to improve. Due to the nature of this type of service, we accept that the satisfaction in this area will fluctuate based on outcomes and expectations but continue to review themes and lessons to improve our approach to handling ASB for residents.
Complaints responded to in timescale	100%	100%	100%	↔	We responded to 19 complaints in July, all of which were completed within timescale.
Current tenant rent arrears	2.29%	2.37% June	3.5%	↑	We are pleased with our arrears performance, as well as a low eviction rate. If you are struggling with making rent payments, please get in touch with us so we can help.

Our performance

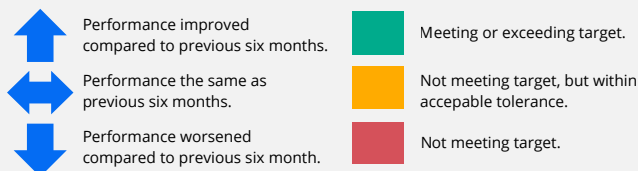
See how we have performed in June 2025.



	June performance	2025/2026 performance	2025/2026 target	Change on previous month	Commentary
New homes completed	30	87	212-248		30 new homes were completed in June, 26 for rent and 4 for shared ownership.
Tenants satisfied with overall service provided (rented homes)	82%	82%	79.5%		We continue to collect Tenant Satisfaction Measures (TSMs), as our overall indicator for satisfaction. We continue to monitor this measure, as well as comments made, to identify areas to improve. This includes contacting residents where dissatisfaction or an unresolved query is identified in these comments (where we have the residents details - these can be provided anonymously).
Tenants satisfied with overall service provided (shared owners)	68%	68%	58%		We continue to collect Tenant Satisfaction Measures (TSMs), as our overall indicator for satisfaction. We continue to monitor this measure, as well as comments made, to identify areas to improve. This includes contacting residents where dissatisfaction or an unresolved query is identified in these comments (where we have the residents details - these can be provided anonymously).
Emergency repairs completed by our technicians within 24 hours	100%	100%	100%		We're pleased to have met the target for meeting emergency repairs.
Routine repairs completed by our technicians within 28 days	95.6%	93.4%	85%		We have seen demand increase for our repairs service. To help manage this, we have recruited additional technicians into the team to increase the number of repairs we can do every month. The majority of repairs which are outside of our timeframe, are booked in with residents.
Customer satisfaction with last repair	92%	94%	80%		Good communication is an important factor in satisfaction with our repairs service. As set out in the point above, where repairs are delayed, the majority are booked in with residents, and we ensure any updates on this are provided. We also receive consistent feedback from residents that they are satisfied with the service our technicians provide also.
Rent loss to properties being empty	0.93%	1.10%	0.93%		We continue to review opportunities to let our homes quickly, and to a good standard. We recognise that sometimes it may take a little longer to get properties ready for residents to move into to ensure they are good quality.
% of properties with a valid gas safety certificate	100%	100%	100%		There were no outstanding gas checks at the end of June.
% of fire risk assessments up to date	100%	100%	100%		There were no outstanding fire risk assessments at the end of June.
ASB complainants satisfied with the handling of their ASB case	71%	64%	68%		Seven ASB surveys were completed in June, with complainants being 71.4% satisfied with the handling and 71.4% satisfied with the outcome of complaints. We have changed our approach to how we complete our surveys to make sure that we speak to residents as early as possible and to make sure we identify areas to improve. Due to the nature of this type of service, we accept that the satisfaction in this area will fluctuate based on outcomes and expectations but continue to review themes and lessons to improve our approach to handling ASB for residents.
Complaints responded to in timescale	100%	100%	100%		We responded to 26 complaints in June, all of which were completed within timescale.
Current tenant rent arrears	2.37%	2.35% May	3.5%		We are pleased with our arrears performance, as well as a low eviction rate. If you are struggling with making rent payments, please get in touch with us so we can help.

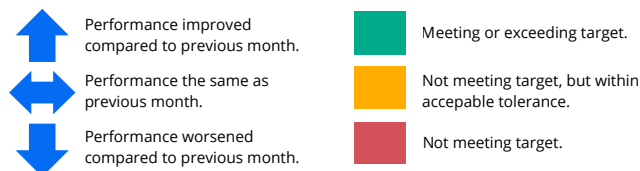
Our performance

See how we have performed in May 2025



	May performance	2025/2026 performance	2025/2026 target	Change on previous month	Commentary
New homes completed	7	57	212-248		7 new homes were completed in May, six for rent and one for shared ownership.
Tenants satisfied with overall service provided (rented homes)	83%	83%	79.5%		We continue to collect Tenant Satisfaction Measures (TSMs), as our overall indicator for satisfaction. We continue to monitor this measure, as well as comments made, to identify areas to improve. This includes contacting residents where dissatisfaction or an unresolved query is identified in these comments (where we have the residents details - these can be provided anonymously).
Tenants satisfied with overall service provided (shared owners)	66%	66%	58%		We continue to collect Tenant Satisfaction Measures (TSMs), as our overall indicator for satisfaction. We continue to monitor this measure, as well as comments made, to identify areas to improve. This includes contacting residents where dissatisfaction or an unresolved query is identified in these comments (where we have the residents details - these can be provided anonymously).
Emergency repairs completed by our technicians within 24 hours	100%	99.7%	100%		We're pleased to have met the target for meeting emergency repairs.
Routine repairs completed by our technicians within 28 days	92.7%	92.7%	85%		We have seen demand increase for our repairs service. To help manage this, we have recruited additional technicians into the team to increase the number of repairs we can do every month. The majority of repairs which are outside of our timeframe, are booked in with residents.
Customer satisfaction with last repair	94%	94%	80%		Good communication is an important factor in satisfaction with our repairs service. As set out in the point above, where repairs are delayed, the majority are booked in with residents, and we ensure any updates on this are provided. We also receive consistent feedback from residents that they are satisfied with the service our technicians provide also.
Rent loss to properties being empty	0.71%	1.02%	0.93%		We continue to review opportunities to let our homes quickly, and to a good standard. We recognise that sometimes it may take a little longer to get properties ready for residents to move into to ensure they are good quality.
% of properties with a valid gas safety certificate	100%	100%	100%		There were no outstanding gas checks at the end of May.
% of fire risk assessments up to date	100%	100%	100%		There were no outstanding fire risk assessments at the end of May.
ASB complainants satisfied with the handling of their ASB case	75%	57%	68%		Four ASB surveys were completed in May, with complainants being 75% satisfied with the handling and 25% satisfied with the outcome of complaints. We have changed our approach to how we complete our surveys to make sure that we speak to residents as early as possible and to make sure we identify areas to improve. Due to the nature of this type of service, we accept that the satisfaction in this area will fluctuate based on outcomes and expectations but continue to review themes and lessons to improve our approach to handling ASB for residents.
Complaints responded to in timescale	100%	100%	100%		We responded to 26 complaints in May, all of which were completed within timescale.
Current tenant rent arrears	2.35%	2.35%	3.5%		We are pleased with our arrears performance, as well as a low eviction rate. If you are struggling with making rent payments, please get in touch with us so we can help.

Our performance

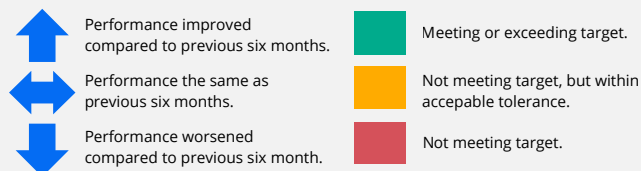


See how we have performed from April 2025.

	April performance	2025/2026 performance	2025/2026 target	Change on previous month	Commentary
New homes completed	50	50	212 - 248	↑	50 new homes were completed in April, 33 for rent and 17 for shared ownership.
Tenants satisfied with overall service provided (rented homes)	83%	83%	79.5%	↑	We continue to collect tenant satisfaction measures (TSMs), as our overall indicator for satisfaction. We are pleased to see our satisfaction at 82% but we hope this will continue to improve with the changes we are making to services based on feedback from residents. We continue to monitor this measure to identify areas to improve, including contacting residents where dissatisfaction or an unresolved query is identified in comments (where we have the residents details - these can be provided anonymously).
Tenants satisfied with overall service provided (shared owners)	62%	62%	58%	↑	Feedback from shared owners related to how we managed defects and dissatisfaction with our grounds maintenance service. In 2023, we recruited a customer care manager who leads on defect resolution, and in February 2024, we brought our grounds maintenance service in-house. We hope to see positive changes in these scores as a result of these changes, during this year.
Emergency repairs completed by our technicians within 24 hours	99%	99%	100%	↓	In April we closed one job outside of the 24 hr target. This was attended within 24 hrs but closed at 25 hrs so falling outside of target.
Routine repairs completed by our technicians within 28 days	84.7%	84.7%	85%	↓	We have seen demand increase for our repairs service. To help manage this, we have recruited additional technicians into the team to increase the number of repairs we can do every month. The majority of repairs which are outside of our timeframe, are booked in with residents.
Customer satisfaction with last repair	94%	94%	80%	↑	Good communication is an important factor in satisfaction with our repairs service. As set out in the point above, where repairs are delayed, the majority are booked in with residents, and we ensure any updates on this are provided. We also receive consistent feedback from residents that they are satisfied with the service our technicians provide also.
Rent loss to homes being empty	1.29%	1.29%	0.93%	↓	We continue to review opportunities to let our homes quickly, and to a good standard. We recognise that sometimes it may take a little longer to get properties ready for residents to move into to ensure they are good quality.
% of properties with a valid gas safety certificate	99.74%	99.74%	100%	↑	There were 15 overdue gas checks at the end of April. Servicing performance is improving weekly and is forecasted to be back on a 10-month programme by end of May.
% of fire risk assessments up to date	100%	100%	100%	↔	There were no outstanding fire risk assessments at the end of April.
ASB complainants satisfied with the handling of their ASB case	33%	33%	68%	↓	Three ASB surveys were completed in April, with complainants being 33% satisfied with the handling and 33% satisfied with the outcome of complaints. We have changed our approach to how we complete our surveys to make sure that we speak to residents as early as possible and to make sure we identify areas to improve. Due to the nature of this type of service, we accept that the satisfaction in this area will fluctuate based on outcomes and expectations but continue to review themes and lessons to improve our approach to handling ASB for our residents.
Complaints responded to in timescale	100%	100%	100%	↔	We responded to 42 complaints in April, all of which were completed within timescale.
Current tenant rent arrears	2.37%	2.32% March	3.5%	↓	We are pleased with our arrears performance, as well as a low eviction rate. If you are struggling with making rent payments, please get in touch with us so we can help.

Our performance

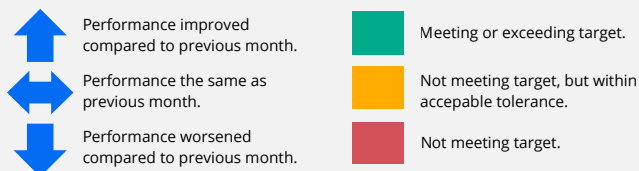
See how we have performed in March 2025



	March performance	2024/2025 performance	2024/2025 target	Change on previous month	Commentary
New homes completed	12	278	Up to 239	↑	Twelve new homes were completed in March, eleven for rent and one for shared ownership.
Tenants satisfied with overall service provided (rented homes)	82%	82%	79.5%	↔	We continue to collect Tenant Satisfaction Measures (TSMs), as our overall indicator for satisfaction. We continue to monitor this measure, as well as comments made, to identify areas to improve. This includes contacting residents where dissatisfaction or an unresolved query is identified in these comments (where we have the residents details - these can be provided anonymously).
Tenants satisfied with overall service provided (shared owners)	63%	63%	58%	↑	We continue to collect Tenant Satisfaction Measures (TSMs), as our overall indicator for satisfaction. We continue to monitor this measure, as well as comments made, to identify areas to improve. This includes contacting residents where dissatisfaction or an unresolved query is identified in these comments (where we have the residents details - these can be provided anonymously).
Emergency repairs completed by our technicians within 24 hours	100%	100%	100%	↔	We're pleased to have met the target for meeting emergency repairs.
Routine repairs completed by our technicians within 28 days	92.2%	89.9%	85%	↑	We have seen demand increase for our repairs service. To help manage this, we have recruited additional technicians into the team to increase the number of repairs we can do every month. The majority of repairs which are outside of our timeframe, are booked in with residents.
Customer satisfaction with last repair	89%	88%	80%	↓	Good communication is an important factor in satisfaction with our repairs service. As set out in the point above, where repairs are delayed, the majority are booked in with residents, and we ensure any updates on this are provided. We also receive consistent feedback from residents that they are satisfied with the service our technicians provide also.
Rent loss to properties being empty	1.11%	0.90%	0.93%	↓	We continue to review opportunities to let our homes quickly, and to a good standard. We recognise that sometimes it may take a little longer to get properties ready for residents to move into to ensure they are good quality.
% of properties with a valid gas safety certificate	99.5%	100%	100%	↑	There were 29 outstanding gas safety checks due at the end of March, 16 of which were complete and awaiting certificate, 11 were in the no access process and 2 were booked in appointments. Servicing performance is improving weekly and is forecasted to be back on a 10-month programme by end of May.
% of fire risk assessments up to date	100%	100%	100%	↔	There were no outstanding fire risk assessments at the end of March.
ASB complainants satisfied with the handling of their ASB case	100%	80%	80%	↑	Two ASB surveys were completed in March, with complainants being 100% satisfied with handling and 100% satisfied with outcome of complaints. We have changed our approach to how we complete our surveys to make sure that we speak to residents as early as possible and to make sure we identify areas to improve. Due to the nature of this type of service, we accept that the satisfaction in this area will fluctuate based on outcomes and expectations but continue to review themes and lessons to improve our approach to handling ASB for residents.
Complaints responded to in timescale	100%	100%	100%	↔	We responded to 59 complaints in March, all of which were completed within timescale.
Current tenant rent arrears	2.32%	2.29% February	3.5%	↑	We are pleased with our arrears performance, as well as a low eviction rate. If you are struggling with making rent payments, please get in touch with us so we can help.

Our performance

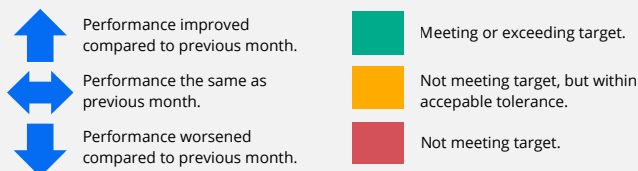
See how we have performed in February 2025



	February performance	2024/2025 performance	2024/2025 target	Change on previous month	Commentary
New homes completed	8	266	Up to 239	↑	Eight new homes for rent were completed in February.
Tenants satisfied with overall service provided (rented homes)	82%	82%	79.5%	↑	We continue to collect Tenant Satisfaction Measures (TSMs), as our overall indicator for satisfaction. We continue to monitor this measure, as well as comments made, to identify areas to improve. This includes contacting residents where dissatisfaction or an unresolved query is identified in these comments (where we have the residents details - these can be provided anonymously).
Tenants satisfied with overall service provided (shared owners)	62%	62%	58%	↓	We continue to collect Tenant Satisfaction Measures (TSMs), as our overall indicator for satisfaction. We continue to monitor this measure, as well as comments made, to identify areas to improve. This includes contacting residents where dissatisfaction or an unresolved query is identified in these comments (where we have the residents details - these can be provided anonymously).
Emergency repairs completed by our technicians within 24 hours	100%	99.9%	100%	↔	We're pleased to have met the target for emergency repairs.
Routine repairs completed by our technicians within 28 days	90.4%	89.6%	85%	↓	We have seen demand increase for our repairs service. To help manage this, we have recruited additional technicians into the team to increase the number of repairs we can do every month. The majority of repairs which are outside of our time frame, are booked in with residents.
Customer satisfaction with last repair	94%	88%	80%	↑	Good communication is an important factor in satisfaction with our repairs service. As set out in the point above, where repairs are delayed, the majority are booked in with residents, and we ensure any updates on this are provided. We also receive consistent feedback from residents that they are satisfied with the service our technicians provide also.
Rent loss to homes being empty	0.87%	0.90%	0.93%	↔	We continue to review opportunities to let our homes quickly, and to a good standard. We recognise that sometimes it may take a little longer to get properties ready for residents to move into to ensure they are good quality.
% of properties with a valid gas safety certificate	98.54%	98.54%	100%	↓	There were 61 outstanding gas safety checks due at the end of February. Of the 61 overdue, 23 were completed and we were awaiting the certificate. We don't close these until we have this to ensure this has been fully completed. The remaining cases are 'no access' - some of which now have appointments, with the remainder being in our 'no access' process, to ensure we can carry out these urgent appointments, as soon as possible.
% of fire risk assessments up to date	100%	100%	100%	↔	There were no outstanding fire risk assessments at the end of February.
ASB complainants satisfied with the handling of their ASB case	50%	79%	80%	↓	Six ASB surveys were completed in February, with complainants being 50% satisfied with handling and 50% satisfied with outcome of complaints. We have changed our approach to how we complete our surveys to make sure that we speak to residents as early as possible and to make sure we identify areas to improve. Due to the nature of this type of service, we accept that the satisfaction in this area will fluctuate based on outcomes and expectations but continue to review themes and lessons to improve our approach to handling ASB for residents.
Complaints responded to in timescale	100%	100%	100%	↔	We responded to 42 complaints in February, all of which were completed within timescale.
Current tenant rent arrears	2.36%	2.47% January	3.5%	↑	We are pleased with our arrears performance, as well as a low eviction rate. If you are struggling with making rent payments, please get in touch with us so we can help.

Our performance

See how we have performed in January 2025



	January performance	2024/2025 performance	2024/2025 target	Change on previous month	Commentary
New homes completed	24	256	Up to 239		24 new homes were completed in January: 18 for rent and 6 for shared ownership.
Tenants satisfied with overall service provided (rented homes)	81%	81%	79.5%		We continue to collect Tenant Satisfaction Measures (TSMs), as our overall indicator for satisfaction. We continue to monitor this measure, as well as comments made, to identify areas to improve. This includes contacting residents where dissatisfaction or an unresolved query is identified in these comments (where we have the residents details - these can be provided anonymously).
Tenants satisfied with overall service provided (shared owners)	65%	65%	58%		We continue to collect Tenant Satisfaction Measures (TSMs), as our overall indicator for satisfaction. We continue to monitor this measure, as well as comments made, to identify areas to improve. This includes contacting residents where dissatisfaction or an unresolved query is identified in these comments (where we have the residents details - these can be provided anonymously).
Emergency repairs completed by our technicians within 24 hours	100%	99.9%	100%		We're pleased to have met the target for meeting emergency repairs.
Routine repairs completed by our technicians within 28 days	91.9%	89.6%	85%		We have seen demand increase for our repairs service. To help manage this, we have recruited additional technicians into the team to increase the number of repairs we can do every month. The majority of repairs which are outside of our time frame, are booked in with residents.
Customer satisfaction with last repair	92%	87%	80%		Good communication is an important factor in satisfaction with our repairs service. As set out in the point above, where repairs are delayed, the majority are booked in with residents, and we ensure any updates on this are provided. We also receive consistent feedback from residents that they are satisfied with the service our technicians provide also.
Rent loss to homes being empty	0.87%	0.87%	0.93%		We continue to review opportunities to let our homes quickly, and to a good standard. We recognise that sometimes it may take a little longer to get properties ready for residents to move into to ensure they are good quality.
% of properties with a valid gas safety certificate	99.79%	99.79%	100%		There were 39 outstanding gas safety checks due at the end of January, we are taking action to gain access to these homes inline with our no access process and complete these checks.
% of fire risk assessments up to date	100%	100%	100%		There were no outstanding fire risk assessments at the end of January.
ASB complainants satisfied with the handling of their ASB case	100%	82%	80%		Seven ASB surveys were completed in January, with complainants being 100% satisfied with handling and 85% satisfied with outcome of complaints. We have changed our approach to how we complete our surveys to make sure that we speak to residents as early as possible and to make sure we identify areas to improve.
Complaints responded to in timescale	100%	100%	100%		We responded to 29 complaints in January, all of which were completed within timescale.
Current tenant rent arrears	2.47%	2.55% December	3.5%		We are pleased with our arrears performance, as well as a low eviction rate. If you are struggling with making rent payments, please get in touch with us so we can help.