Our performance

See how we have performed in January 2026.

Performance improved compared to previous six months.

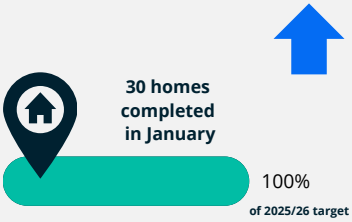
Performance the same as previous six months.

Performance worsened compared to previous six month.

Meeting or exceeding target.

Not meeting target, but within accepable tolerance.

Not meeting target.



New homes completed

30 new homes were completed in January, 23 for rent and 7 for shared ownership.

Our target for the year is 212-248 homes.



Residents satisfied with overall service provided (rented homes)

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

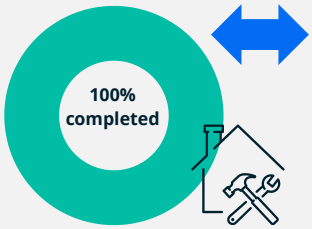
Our target for the year is 79.5%



Residents satisfied with overall service provided (shared owners)

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

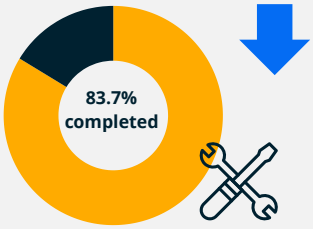
Our target for the year is 58%



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%



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%



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.

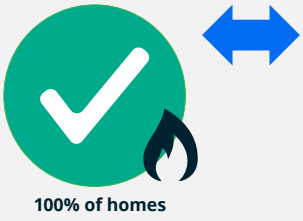
Our target for the year is 80%



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 commenced 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%



% of homes with a valid gas safety certificate

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

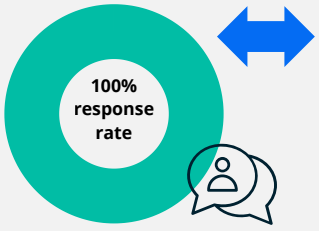
Our target for the year is 100%



% of fire risk assessments up to date

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

Our target for the year is 100%



Complaints responded to in timescale

We responded to 38 complaints in January, all of which were completed within timescale.

Our target for the year is 100%



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.

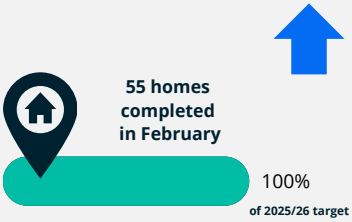
Our target for the year is 3.5%

Our performance

See how we have performed in February 2026.

Performance improved compared to previous six months.
Performance the same as previous six months.
Performance worsened compared to previous six month.

Meeting or exceeding target.
Not meeting target, but within accepable tolerance.
Not meeting target.



New homes completed

55 new homes were completed in February,33 for rent and 22 for shared ownership.

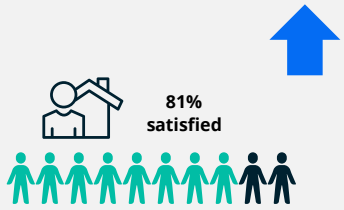
Our target for the year is 212-248 homes.



Residents satisfied with overall service provided (rented homes)

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

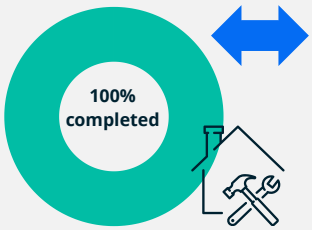
Our target for the year is 79.5%



Residents satisfied with overall service provided (shared owners)

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

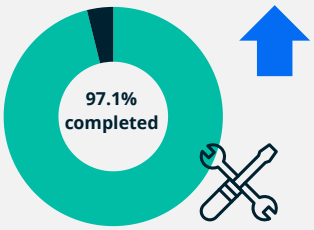
Our target for the year is 58%



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%



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.

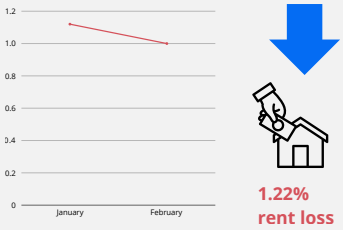
Our target for the year is 85%



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%



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 commenced 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 0.94%



% of homes with a valid gas safety certificate

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

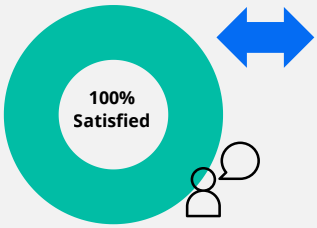
Our target for the year is 100%



% of fire risk assessments up to date

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

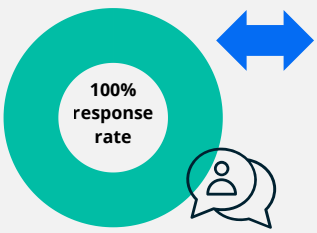
Our target for the year is 100%



ASB complainants satisfied with the handling of their ASB case

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

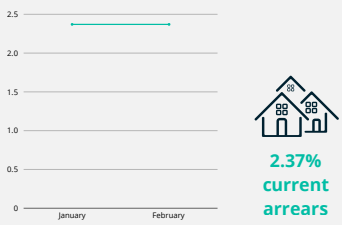
Our target for the year is 100%



Complaints responded to in timescale

We responded to 31 complaints in February, all of which were completed within timescale.

Our target for the year is 100%



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 March 2026.

Performance improved compared to previous six months.

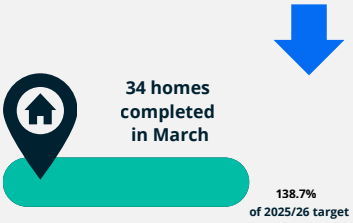
Performance the same as previous six months.

Performance worsened compared to previous six month.

Meeting or exceeding target.

Not meeting target, but within accepable tolerance.

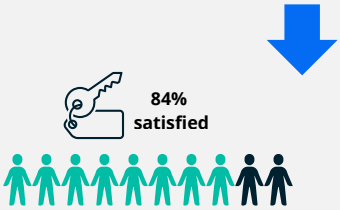
Not meeting target.



New homes completed

34 new homes were completed in March for rent.

Our target for the year is 212-248 homes.



Residents satisfied with overall service provided (rented homes)

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

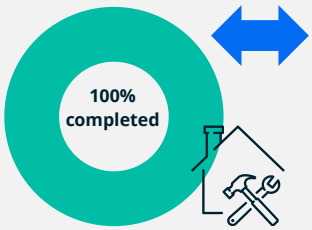
Our target for the year is 79.5%



Residents satisfied with overall service provided (shared owners)

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

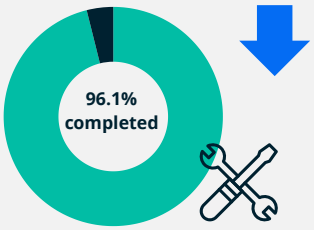
Our target for the year is 58%



Emergency repairs completed by our technicians within 24 hours

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

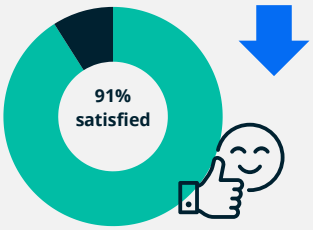
Our target for the year is 100%



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.

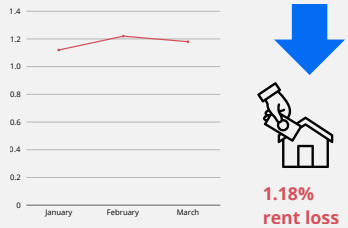
Our target for the year is 85%



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.

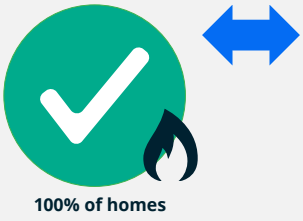
Our target for the year is 80%



Rent loss to properties being empty

We are continuing to let our homes as quickly as possible and have a project underway focused on making efficiencies within this process. During the last three months of the year we had a high number of new build homes come over to us to let from contractors and there were some delays. We will be reviewing our processes in this area also to make sure we get new residents moved in as soon as we can, whilst ensuring the homes are safe and of good standard.

Our target for the year is 0.93%



% of homes with a valid gas safety certificate

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

Our target for the year is 100%



% of fire risk assessments up to date

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

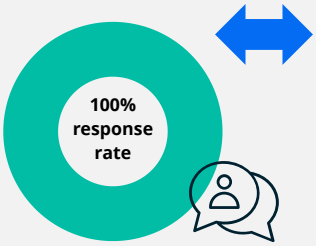
Our target for the year is 100%



ASB complainants satisfied with the handling of their ASB case

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

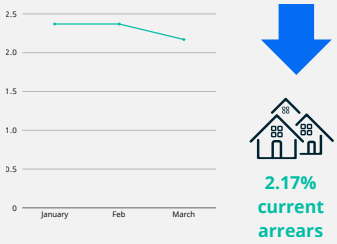
Our target for the year is 100%



Complaints responded to in timescale

We responded to 34 complaints in March, all of which were completed within timescale.

Our target for the year is 100%



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.

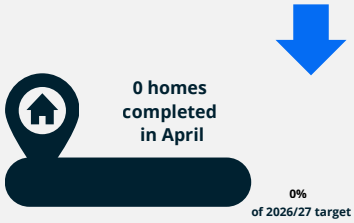
Our target for the year is 3.5%

Our performance

See how we have performed in April 2026.

Performance improved compared to previous six months.
Performance the same as previous six months.
Performance worsened compared to previous six month.

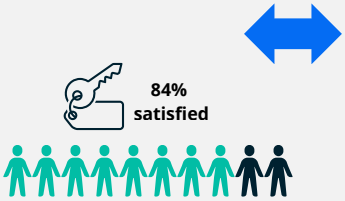
Meeting or exceeding target.
Not meeting target, but within accepable tolerance.
Not meeting target.



New homes completed

There were no new homes were completed in April for rent or shared ownership

Our target for the year is 168 homes.



Residents satisfied with overall service provided (rented homes)

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

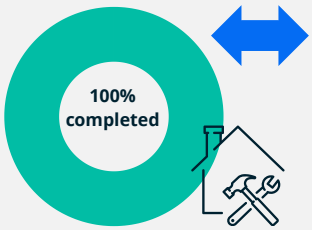
Our target for the year is 80.1%



Residents satisfied with overall service provided (shared owners)

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

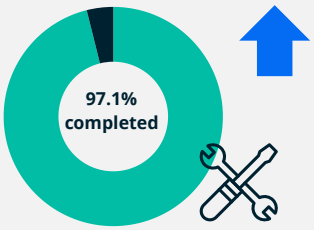
Our target for the year is 58%



Emergency repairs completed by our technicians within 24 hours

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

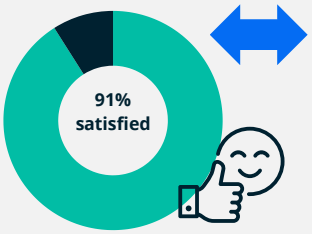
Our target for the year is 100%



Routine repairs completed by our technicians within 28 days

We continue to work hard to deliver our repairs in target, where we are unable to meet our time frame we contact the resident to make them aware.

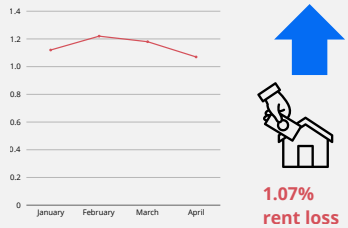
Our target for the year is 90%



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.

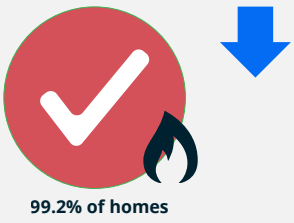
Our target for the year is 90%



Rent loss to properties being empty

We continue to review opportunities to let our homes quickly, and to a good standard. We are making good progress on reducing the time it takes to complete necessary works and ensure residents can move in quickly. We have completed an internal review to review efficencies in this area, an action plan has been produced which we hope will lead to improvements.

Our target for the year is 0.94%



% of homes with a valid gas safety certificate

There were five outstanding gas checks at the end of April. These were being managed via our no access process.

Our target for the year is 100%



% of fire risk assessments up to date

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

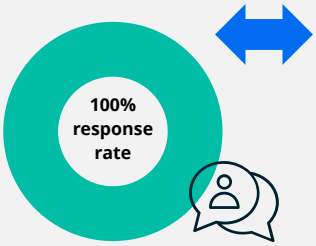
Our target for the year is 100%



ASB complainants satisfied with the handling of their ASB case

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

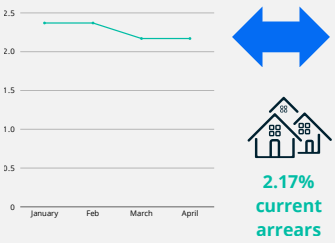
Our target for the year is 70%



Complaints responded to in timescale

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

Our target for the year is 100%



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 2.35%

Our performance

See how we have performed in May 2026.

Performance improved compared to previous six months.

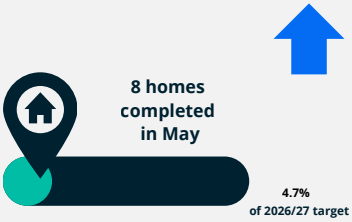
Performance the same as previous six months.

Performance worsened compared to previous six month.

Meeting or exceeding target.

Not meeting target, but within accepable tolerance.

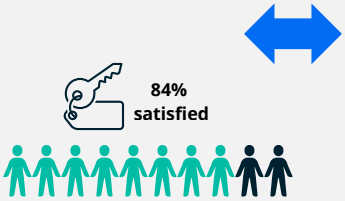
Not meeting target.



New homes completed

There were eight new homes were completed in May, five for rent and three for shared ownership.

Our target for the year is 168 homes.



Residents satisfied with overall service provided (rented homes)

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

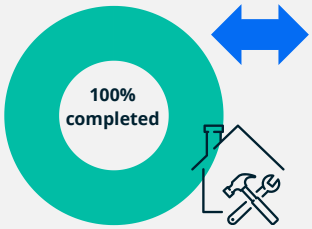
Our target for the year is 80.1%



Residents satisfied with overall service provided (shared owners)

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

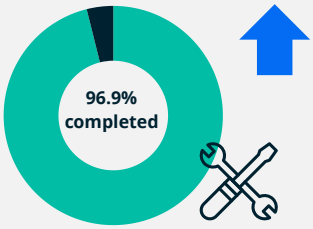
Our target for the year is 58%



Emergency repairs completed by our technicians within 24 hours

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

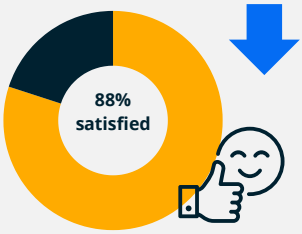
Our target for the year is 100%



Routine repairs completed by our technicians within 28 days

We continue to work hard to deliver our repairs in target, where we are unable to meet our time frame we contact the resident to make them aware.

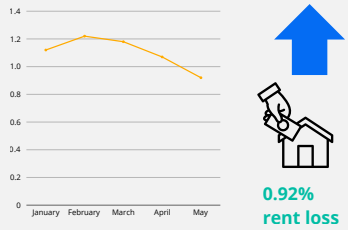
Our target for the year is 90%



Customer satisfaction with last repair

Good communication is an important factor in satisfaction with our repairs service. This month has seen a very slight drop that we will monitor and look for trends as to why. Overall our satisfaction is still very high.

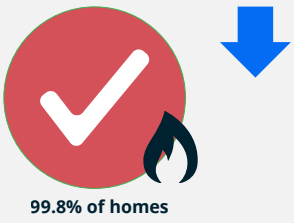
Our target for the year is 90%



Rent loss to properties being empty

We continue to review opportunities to let our homes quickly, and to a good standard. We are making good progress on reducing the time it takes to complete necessary works ad ensure residents can move in quickly. We have completed an internal review to review improvements in this area, and are in the process of putting in place our improvement plan.

Our target for the year is 0.94%



% of homes with a valid gas safety certificate

There were 12 outstanding gas checks at the end of May. These were being managed via our no access process.

Our target for the year is 100%



% of fire risk assessments up to date

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

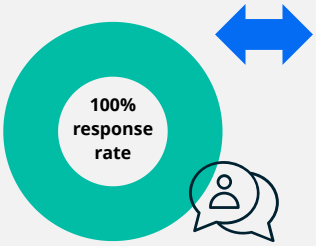
Our target for the year is 100%



ASB complainants satisfied with the handling of their ASB case

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

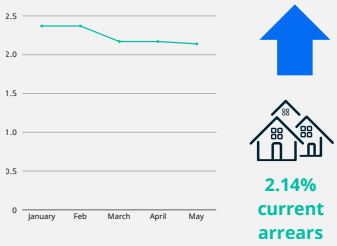
Our target for the year is 70%



Complaints responded to in timescale

We responded to 34 complaints in May, all of which were completed within timescale.

Our target for the year is 100%



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 2.35%

Our performance

See how we have performed in June 2026.

Performance improved compared to previous six months.

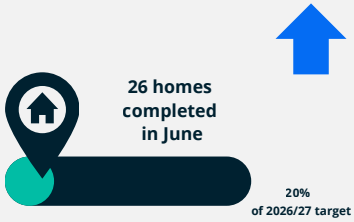
Performance the same as previous six months.

Performance worsened compared to previous six month.

Meeting or exceeding target.

Not meeting target, but within accepable tolerance.

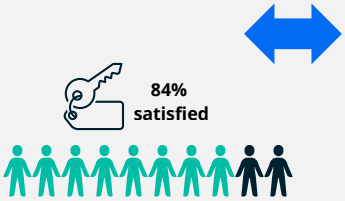
Not meeting target.



New homes completed

There were 26 new homes completed in June, 14 for rent and 12 for shared ownership.

Our target for the year is 168 homes.



Residents satisfied with overall service provided (rented homes)

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

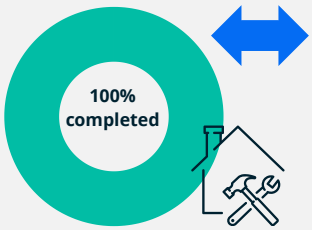
Our target for the year is 80.1%



Residents satisfied with overall service provided (shared owners)

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

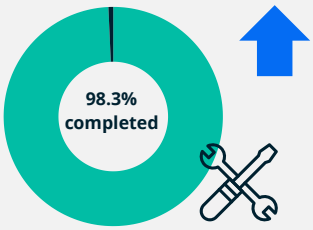
Our target for the year is 58%



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%



Routine repairs completed by our technicians within 28 days

We continue to work hard to deliver our repairs in target, where we are unable to meet our time frame we contact the resident to make them aware.

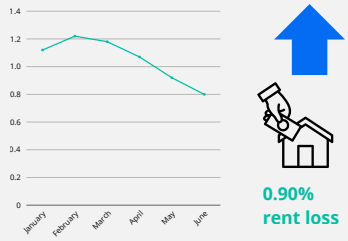
Our target for the year is 90%



Customer satisfaction with last repair

Good communication is an important factor in satisfaction with our repairs service.

Our target for the year is 90%



0.90% rent loss

Rent loss to properties being empty

We continue to review opportunities to let our homes quickly, and to a good standard. We are making good progress on reducing the time it takes to complete necessary works ad ensure residents can move in quickly. We have completed an internal review to review improvements in this area, and are in the process of putting in place our improvement plan.

Our target for the year is 0.94%



99.34% of homes

% of homes with a valid gas safety certificate

There were 39 outstanding gas checks at the end of June. These were being managed via our no access process.

Our target for the year is 100%

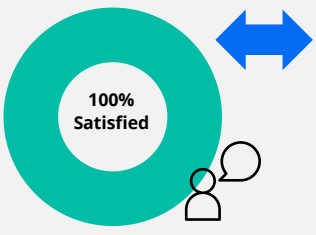


100% of risk assessments

% of fire risk assessments up to date

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

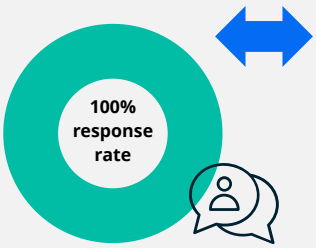
Our target for the year is 100%



ASB complainants satisfied with the handling of their ASB case

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

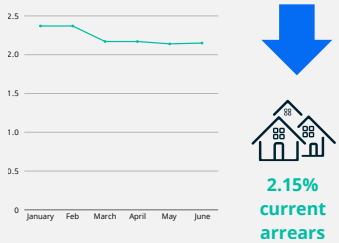
Our target for the year is 70%



Complaints responded to in timescale

We responded to 23 complaints in June, all of which were completed within timescale.

Our target for the year is 100%



2.15% 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.

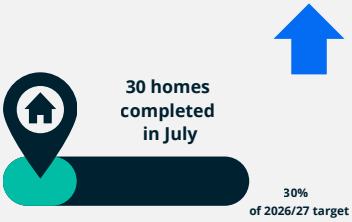
Our target for the year is 2.35%

Our performance

See how we have performed in July 2026.

Performance improved compared to previous six months.
Performance the same as previous six months.
Performance worsened compared to previous six month.

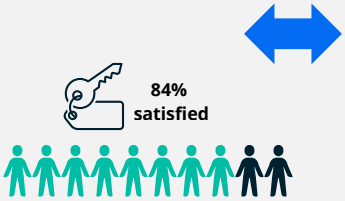
Meeting or exceeding target.
Not meeting target, but within accepable tolerance.
Not meeting target.



New homes completed

There were 30 new homes completed in July, 23 for rent and 7 for shared ownership.

Our target for the year is 168 homes.



Residents satisfied with overall service provided (rented homes)

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

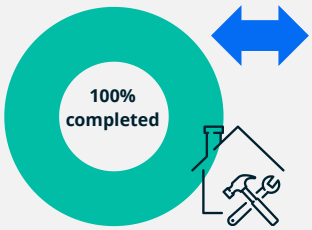
Our target for the year is 80.1%



Residents satisfied with overall service provided (shared owners)

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

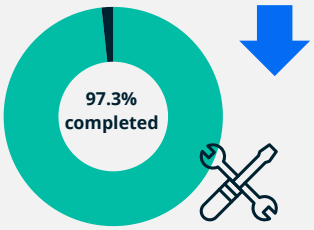
Our target for the year is 58%



Emergency repairs completed by our technicians within 24 hours

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

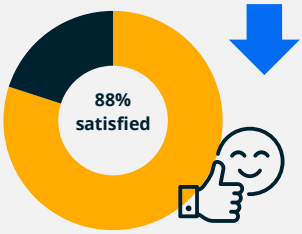
Our target for the year is 100%



Routine repairs completed by our technicians within 28 days

We continue to work hard to deliver our repairs in target, where we are unable to meet our time frame we contact the resident to make them aware.

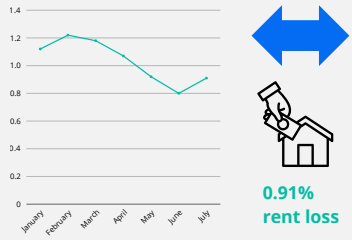
Our target for the year is 90%



Customer satisfaction with last repair

Good communication is an important factor in satisfaction with our repairs service.

Our target for the year is 90%



0.91% rent loss

Rent loss to properties being empty

We continue to review opportunities to let our homes quickly, and to a good standard. We are making good progress in reducing the time it takes to complete necessary work and ensuring residents can move in quickly. We have completed an internal review of this area and are implementing our improvement plan.

Our target for the year is 0.94%



99.53% of homes

% of homes with a valid gas safety certificate

There were 28 outstanding gas checks at the end of July. These were being managed via our no access process.

Our target for the year is 100%

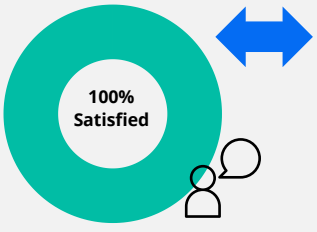


100% of risk assessments

% of fire risk assessments up to date

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

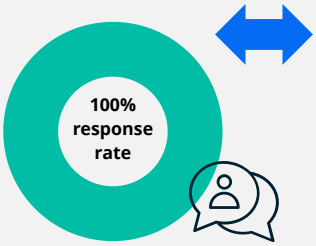
Our target for the year is 100%



ASB complainants satisfied with the handling of their ASB case

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

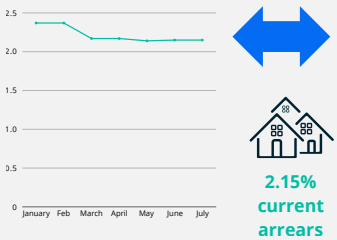
Our target for the year is 70%



Complaints responded to in timescale

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

Our target for the year is 100%



2.15% current arrears

Current tenant rent arrears

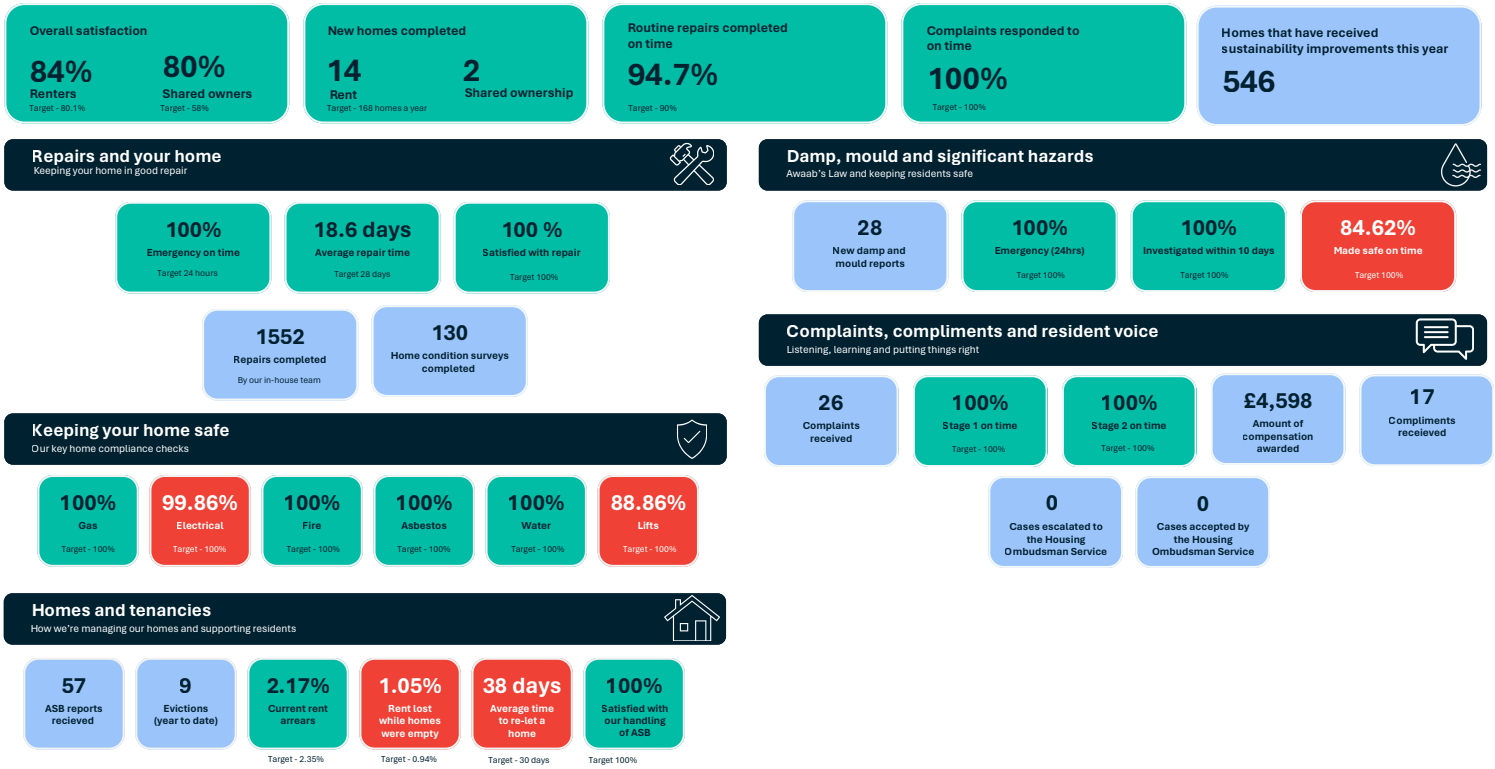
We are pleased with our arrears performance, as well as a low eviction rate. If you are struggling with making rent payments, please get in touch with us so we can help.

Our target for the year is 2.35%

How we're doing

Our monthly performance dashboard | August 2026

- Meeting target
- Not meeting target
- General figure, no target



Additional information – August 2026

- This month, 28 damp and mould appointments were made with residents. Of these, 22 were completed within our timescales. The remaining six were rebooked either at the resident's request or because we were unable to gain access on the original appointment date.
- We're working to reduce the time it takes to get empty homes ready so that new residents can move in sooner, and our rent loss while they are empty is reduced. We're making good progress and will continue to look for ways to improve.
- We currently have 11 overdue electrical inspections. Five have been completed, and we're waiting for the certificates from our contractor. We're working with residents to arrange access to another five homes, and one home is currently empty.
- We currently have 15 overdue domestic lift inspections. One has now been completed, and we're working to arrange the remaining inspections. Two commercial lift inspections were also overdue; both have now been completed.
- We'll only evict someone as a last resort, usually because of rent arrears or persistent anti-social behaviour. We'll work with them and our partner agencies throughout the process to provide support and, wherever possible, prevent an eviction.