**How we're performing**

We are all committed to working hard to provide excellent housing services to our tenants.

We measure our performance so we can see how well we are doing and the difference we're making in areas our tenants have told us are important to them.

Measures marked with an asterisk (\*) are calculated from tenant perception surveys, mid-year results were calculated on 22nd November 2024.

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| Keeping homes in good repair | Target | 2023/24Year end | 2024/25 Quarter 1 | 2024/25 Quarter 2 | 2024/25Quarter 3 | Target met | Trend | Comment |
| Building, fail, home, house, real estate, thumb down, bad state icon -  Download on Iconfinder | Percentage of homes not meeting the Decent Homes Standard (Lower is better) | 0% | 12% | 7.1% | 6.2% | 5.9% | Sad face with solid fill with solid fill | é | Not on Target.Better than last quarter. |
| Renovation (House With Sparkles) with solid fill | Percentage of tenants satisfied their home is well maintained\* | No target | 77.6% | Measured twice per year | 78.4% | Measured twice per year | Not applicable | é  | Not applicable. Better than 2023/24. |
|  | Percentage of tenants satisfied communal areas are clean and well maintained\* | No target | 71.6% | Measured twice per year | 68.8% | Measured twice per year | Not applicable | ê | Not applicable. Worse than 2023/24. |
|  | Percentage of emergency repairs completed in time | 97% | 99.1% | 99.7% | 99.5% | 99.7% | Grinning face with solid fill with solid fill | é | On Target.Better than last quarter. |
|  | Percentage of non-emergency repairs completed in time | 94% | 97.0% | 95.4% | 96.2% | 95.9% | Grinning face with solid fill with solid fill | ê | On Target.Worse than last quarter. |
| Mortgage with solid fill | Percentage of tenants satisfied with the repairs service\* | No target | 74.1% | Measured twice per year | 79.0% | Measured twice per year | Not applicable | é  | Not applicable. Better than 2023/24. |
|  | Tenants are satisfied with the time taken to complete their most recent repair\* | No target | 72.1% | Measured twice per year | 77.4% | Measured twice per year | Not applicable | é  | Not applicable. Better than 2023/24. |
| Badge Tick with solid fill | Percentage of Council housing repairs completed "Right First Time" | 93% | 94.4% | 95.1% | 94.7% | 94.5% | Grinning face with solid fill with solid fill | ê | On Target.Worse than last quarter. |

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| Maintaining building safety | Target | 2023/24Year end | 2024/25Quarter 1 | 2024/25Quarter 2 | 2024/25Quarter 3 | Target met | Trend | Comment |
|  | Percentage of tenants are satisfied their homes are safe\* | No target | 81.1% | Measured twice per year | 81.5% | Measured twice per year | Not applicable | é  | Not applicable. Better than 2023/24. |
|  | Percentage of fire safety assessments carried out | 100% | 100% | 100% | 98.4% | 96.4% |  | ê | Off target.Worse than last quarter. |
| **Comment:** The reduction in performance relates to our neighbourhood centres, not domestic properties, and we aim to get all assessments completed by the 31st March 2025. |
|  | Percentage of gas safety checks have been completed | 100% | 99.9% | 99.9% | 99.9% | 99.9% |  | è | Slightly off target.Same as last quarter. |
|  | Percentage of asbestos checks have been completed | 100% | 100% | 100% | 100% | 100% |  | è | On Target.Same as last quarter. |
|  | Percentage of water safety checks have been completed | 100% | 100% | 100% | 100% | 100% |  | è | On Target.Same as last quarter. |
|  | Percentage of lift safety checks have been completed | 100% | 91.3% | 94.4% | 85.1% | 100% |  | é | On target.Better than last quarter. |
| Housing management | Target | 2023/24Year end | 2024/25Quarter 1 | 2024/25Quarter 2 | 2024/25Quarter 3 | Target met | Trend | Comment |
|  | Number of properties we let | No target | New for 2024/25 | 270 | 295 | 321 | Not applicable | é | Not applicable.  |
|  | The average time it takes to relet homes (Lower is better) | 42 days | 32.1 days | 30.9 days | 32.7 days | 31.8 days |  | é | On target.Better than last quarter. |
|  | The number of households in temporary accommodation (Lower is better) | 130 | 170 | 173 | 161 | 145 |  | é | Off target.Better than last quarter. |
|  | The average time tenants are waiting for major adaptations | 8 weeks | 4.2 weeks | 4.3 weeks | 4 weeks | 3.9 weeks |  | é | On target.Better than last quarter. |

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| Being respectful and helpful | Target | 2023/24Year end | 2024/25Quarter 1 | 2024/25Quarter 2 | 2024/25Quarter 3 | Target met | Trend | Comment |
|  | Percentage of tenants satisfied with the overall service we provide\* | No target | 76.9% | Measured twice per year | 78.4% | Measured twice per year | Not applicable | é  | Not applicable. Better than 2023/24. |
|  | Percentage of tenants satisfied we keep them informed about things that matter to them\* | No target | 74.0% | Measured twice per year | 76.6% | Measured twice per year | Not applicable | é  | Not applicable. Better than 2023/24. |
|  | Percentage of tenants satisfied we listen to their views and act upon them\* | No target | 70.5% | Measured twice per year | 73.3% | Measured twice per year | Not applicable | é  | Not applicable. Worse than 2023/24. |
|  | Percentage of tenants agree we treat them fairly and with respect\* | No target | 83.6% | Measured twice per year | 83.0% | Measured twice per year | Not applicable | ê | Not applicable. Worse than 2023/24. |

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| Effective handling of complaints | Target | 2023/24Year end | 2024/25Quarter 1 | 2024/25Quarter 2 | 2024/25Quarter 3 | Target met | Trend | Comment |
|  | Percentage of tenants satisfied with our approach to complaints handling\* | No target | 36.2% | Measured twice per year | 34.4% | Measured twice per year | Not applicable | ê | Not applicable. Worse than 2023/24. |
|  | Number of stage 1 complaints received in the last 12 months (per 1,000 homes)  | No target | 26.9 | Annual measure | Annual measure | Annual measure | Not applicable | Not applicable | Not applicable. New annual measure. |
| Number of stage 2 complaints received in the last 12 months (per 1,000 homes)  | No target | 0.9 | Annual measure | Annual measure | Annual measure | Not applicable | Not applicable | Not applicable. New annual measure. |
|  | Percentage of stage 1 complaints received, relating to landlord services, which were handled within of 10 working days | 85% | 82.3% | 74.6% | 77.6% | 76.3% |  | ê | Off target.Worse than last quarter. |
| Percentage of stage 2 complaints received, relating to landlord services, which were handled within of 20 working days | 85% | 55.5% | No stage 2 complaints received | 0% | 0% |  | è | Off target.Same as last quarter. |

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| Responsible neighbourhood management | Target | 2023/24Year end | 2024/25Quarter 1 | 2024/25Quarter 2 | 2024/25Quarter 3 | Target met | Trend | Comment |
|   | Percentage of tenants satisfied we make a positive contribution to neighbourhoods\* | No target | 72.4% | Measured twice per year | 72.4% | Measured twice per year | Not applicable | è | Not applicable. Same as 2023/24. |
|  | Number of anti-social behaviour cases (per 1,000 homes)  | No target | 69.6 | Annual measure | Annual measure | Annual measure | Not applicable | Not applicable | Not applicable. New annual measure. |
| Number of anti-social behaviour cases involving Hate Crime (per 1,000 homes) | No target | 0.3 | Annual measure | Annual measure | Annual measure | Not applicable | Not applicable | Not applicable. New annual measure. |
| Top 3 reasons anti-social behaviour cases were opened |  | (1) Noise(2) Verbal Harassment/Threats(3) Garden Nuisance | Not applicable | Not applicable | Not applicable. |
| Percentage of tenants satisfied with our approach to handling anti-social behaviour\* | No target | 64.9% | Measured twice per year | 62.3% | Measured twice per year | Not applicable | ê | Not applicable. Worse than 2023/24. |
|  | Number of fly-tipping enforcement actions issued within the Borough | 60  | 21 | 16 | 17 | 19 |  | é | On target.Better than last quarter. |
|  | Number of missed bins per 100,000 collections(Borough wide, all household tenures, businesses, and bin types) | 80 | 63.3 | 91.1 | 98.9 | 80.8 |   | é | Off target.Better than last quarter. |

