

**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.

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Keeping homes in good repair | | Target | 2023/24 Year end | 2024/25 Quarter  1 | 2024/25 Quarter  2 | 2024/25 Quarter  3 | 2024/25 Quarter 4 | 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% | 7.2% | Sad face with solid fill with solid fill | é | Target not met.  Better than 2023/24. |
| 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 | 77.7% | N/A | 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 | 68.1% | N/A | ê | Not applicable. Worse than 2023/24. |
|  | Percentage of emergency repairs completed in time | 97% | 99.1% | 99.7% | 99.5% | 99.7% | 98.8% | Grinning face with solid fill with solid fill | ê | Above target.  Worse than 2023/24. |
|  | Percentage of non-emergency repairs completed in time | 94% | 97.0% | 95.4% | 96.2% | 95.9% | 96.7% | Grinning face with solid fill with solid fill | ê | Above target.  Worse than 2023/24. |
| 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 | 78.6% | N/A | 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 | 77.6% | N/A | 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% | 94.5% | Grinning face with solid fill with solid fill | é | Above target.  Better than 2023/24. |
| Maintaining building safety | | Target | 2023/24 Year end | 2024/25 Quarter  1 | 2024/25 Quarter  2 | 2024/25 Quarter  3 | 2024/25 Quarter 4 | 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 | 81% | N/A | ê | Not applicable. Worse than 2023/24. |
|  | Percentage of fire safety assessments carried out | 100% | 100% | 100% | 98.4% | 96.4% | 100% | Grinning face with solid fill with solid fill | è | Target met.  Same as 2023/24. |
|  | Percentage of gas safety checks have been completed | 100% | 99.9% | 99.9% | 99.9% | 99.9% | 100% |  | é | Target met.  Better than 2023/24. |
|  | Percentage of asbestos checks have been completed | 100% | 100% | 100% | 100% | 100% | 100% |  | è | Target met.  Same as 2023/24. |
|  | Percentage of water safety checks have been completed | 100% | 100% | 100% | 100% | 100% | 100% |  | è | Target met.  Same as 2023/24. |
|  | Percentage of lift safety checks have been completed | 100% | 91.3% | 94.4% | 85.1% | 100% | 100% |  | é | Target met.  Better than 2023/24. |
| Housing management | | Target | 2023/24 Year end | 2024/25 Quarter  1 | 2024/25 Quarter  2 | 2024/25 Quarter  3 | 2024/25 Quarter 4 | Target met | Trend | Comment |
|  | Number of properties we let | No target | New for 2024/25 | 270 | 295 | 321 | 259 | N/A | ê | Not applicable. |
|  | The average time it takes to relet homes (Lower is better) | 42 days | 32.1 days | 30.9 days | 32.7 days | 31.9 days | 31.8 days |  | é | Above target.  Better than 2023/24. |
|  | The number of households in temporary accommodation (Lower is better) | 130 | 170 | 173 | 161 | 145 | 148 |  | é | Target not met.  Better than 2023/24. |
|  | The average time tenants are waiting for major adaptations | 8 weeks | 4.2 weeks | 4.3 weeks | 4 weeks | 3.9 weeks | 4.4 weeks |  | ê | Above target.  Worse than 2023/24. |
| Being respectful and helpful | | Target | 2023/24 Year end | 2024/25 Quarter  1 | 2024/25 Quarter  2 | 2024/25 Quarter  3 | 2024/25 Quarter 4 | 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 | 78.2% | N/A | 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 | 76.8% | N/A | 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 | 71.5% | N/A | é | Not applicable. Better than 2023/24. |
|  | Percentage of tenants agree we treat them fairly and with respect\* | No target | 83.6% | Measured twice per year | 83% | Measured twice per year | 83% | N/A | ê | Not applicable. Worse than 2023/24. |
| Effective handling of complaints | | Target | 2023/24 Year end | 2024/25 Quarter  1 | 2024/25 Quarter  2 | 2024/25 Quarter  3 | 2024/25 Quarter 4 | Target met | Trend | Comment |
|  | Percentage of tenants satisfied with our approach to complaints handling\* | No target | 36.2% | Measured twice per year | 34.3% | Measured twice per year | 34.5% | N/A | 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 | 17.7 | N/A | é | Not applicable. Better than 2023/24. |
| 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 | 0.8 | N/A | é | Not applicable. Better than 2023/24. |
|  | 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% | 78.1% |  | ê | Target not met.  Worse than 2023/24. |
| 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% | 37.5% |  | ê | Target not met.  Worse than 2023/24. |
| Responsible neighbourhood management | | Target | 2023/24 Year end | 2024/25 Quarter  1 | 2024/25 Quarter  2 | 2024/25 Quarter  3 | 2024/25 Quarter 4 | 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 | 71.2% | N/A | ê | Not applicable. Worse than 2023/24. |
|  | Number of anti-social behaviour cases (per 1,000 homes) | No target | 69.6 | Annual measure | Annual measure | Annual measure | 70.4 | N/A | ê | Not applicable. Worse than 2023/24. |
| Number of anti-social behaviour cases involving Hate Crime (per 1,000 homes) | No target | 0.3 | Annual measure | Annual measure | Annual measure | 0.4 | N/A | ê | Not applicable. Worse than 2023/24. |
| Top 3 reasons anti-social behaviour cases were opened |  | (1) Garden Nuisance (2) Verbal Harassment/Threats (3) Noise | | | | | N/A | N/A | N/A |
| 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 | 63% | N/A | ê | Not applicable. Worse than 2023/24. |
|  | Number of fly-tipping enforcement actions issued within the Borough | 60 | 21 | 16 | 17 | 19 | 16 |  | é | Above target.  Better than 2023/24. |
|  | 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 | 82.2 |  | ê | Target not met.  Worse than 2023/24. |

