**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.

All measures marked with an asterisk (\*) are calculated by the annual tenant perception survey.

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Keeping homes in good repair | | | | Target | 2024/25 | 2025/26 Quarter 1 | | 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% | 7.2% | 6.6% | | 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 | 77.7% | 76% | | Not applicable | ê | Worse than last quarter. |
|  | Percentage of tenants satisfied communal areas are clean and well maintained\* | | | 72% | 68.1% | 75% | | Grinning face with solid fill with solid fill | é | Better than last quarter. |
|  | Percentage of emergency repairs completed in time | | | 97% | 98.8% | 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% | 96.7% | 97.8% | | Grinning face with solid fill with solid fill | é | On Target.  Better than last quarter. |
| Mortgage with solid fill | Percentage of tenants satisfied with the repairs service\* | | | No target | 78.6% | 78% | | Not applicable | ê | Worse than last Quarter. |
|  | Tenants are satisfied with the time taken to complete their most recent repair\* | | | No target | 77.6% | 80% | | Not applicable | é | Better than last quarter. |
| Badge Tick with solid fill | Percentage of Council housing repairs completed "Right First Time" | | | 87% | 94.5% | 95.2% | | Grinning face with solid fill with solid fill | é | On Target.  Better than last quarter. |
| Maintaining building safety | | | | Target | 2024/25 | 2025/26 Quarter 1 | | Target met | Trend | Comment |
| Shield Tick with solid fill | Percentage of tenants are satisfied their homes are safe\* | | | No target | 81% | 80% | | Not applicable | ê | Worse than last quarter. |
| Fire with solid fill | Percentage of fire safety assessments carried out | | | 100% | 100% | 100% | | Grinning face with solid fill with solid fill | è | On Target.  Same as last quarter. |
|  | Percentage of gas safety checks have been completed | | | 100% | 100% | 99.9% | |  | ê | Slightly off target.  Worse than last quarter. |
| Warning with solid fill | Percentage of asbestos checks have been completed | | | 100% | 100% | 100% | | Grinning face with solid fill with solid fill | è | On Target.  Same as last quarter. |
| Water with solid fill | Percentage of water safety checks have been completed | | | 100% | 100% | 100% | | Grinning face with solid fill with solid fill | è | On Target.  Same as last quarter. |
|  | Percentage of lift safety checks have been completed | | | 100% | 100% | 95.4% | | Sad face with solid fill with solid fill | ê | Off target.  Worse than last quarter. |
| Housing management | | | | Target | 2024/25 | 2025/26 Quarter 1 | | Target met | Trend | Comment |
| For Sale with solid fill | | Number of properties we let | | No target | 259 | 251 | | Not applicable | Not applicable | Not applicable. |
| Monthly calendar with solid fill | | The average time it takes to relet homes (Lower is better) | | 42 days | 31.8 days | 25.6 days | | Grinning face with solid fill with solid fill | é | On target.  Better than last quarter. |
| Enter with solid fill | | The number of households in temporary accommodation (Lower is better) | | 130 | 148 | 151 | | Sad face with solid fill with solid fill | ê | Not on target.  Worse than last quarter. |
| Building Brick Wall with solid fill | | The average time tenants are waiting for major adaptations | | 8 weeks | 4.4 weeks | 7 weeks | | Grinning face with solid fill with solid fill | ê | On target.  Worse than last quarter. |
| Being respectful and helpful | | | Target | | 2024/25 | | 2025/26 Quarter 1 | Target met | Trend | Comment |
|  | | Percentage of tenants satisfied with the overall service we provide\* | No target | | 78.2% | | 76% | Not applicable | ê | Worse than last quarter. |
|  | | Percentage of tenants satisfied we keep them informed about things that matter to them\* | No target | | 76.8% | | 75% | Not applicable | ê | Worse than last quarter. |
| Chat with solid fill | | Percentage of tenants satisfied we listen to their views and act upon them\* | No target | | 71.5% | | 68% | Not applicable | ê | Worse than last quarter. |
|  | | Percentage of tenants agree we treat them fairly and with respect\* | No target | | 83% | | 83% | Not applicable | è | Same as last quarter. |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Effective handling of complaints | | | Target | 2024/25 | 2025/26 Quarter 1 | Target met | Trend | Comment |
| Search Inventory with solid fill | Percentage of tenants satisfied with our approach to complaints handling\* | | No target | 34.5% | 33% | Not applicable | ê | Worse than last quarter. |
|  | Number of stage 1 complaints received in the last 12 months (per 1,000 homes) | | No target | 17.7 | 4.6 | Not applicable | Not applicable | Not applicable. Annual measure. |
| Number of stage 2 complaints received in the last 12 months (per 1,000 homes) | | No target | 0.8 | 0.2 | Not applicable | Not applicable | Not applicable. Annual measure. |
|  | Percentage of stage 1 complaints received, relating to landlord services, which were handled within of 10 working days | | 85% | 78.1% | 81.3% | Sad face with solid fill with solid fill | é | Not on target.  Better than last quarter. |
| Percentage of stage 2 complaints received, relating to landlord services, which were handled within of 20 working days | | 85% | 37.5% | 50% | Sad face with solid fill with solid fill | é | Not on target.  Better than last quarter. |
| Clapping hands with solid fill | Total number of compliments received for housing services. | | No target | 280 | 51 | Not applicable | Not applicable | Not applicable.  Annual measure. |
| Responsible neighbourhood management | | | Target | 2024/25 | 2025/26 Quarter 1 | Target met | Trend | Comment |
| Thumbs up sign with solid fill | | Percentage of tenants satisfied we make a positive contribution to neighbourhoods\* | No target | 71.2% | 69% | Not applicable | ê | Worse than last quarter. |
|  | | Number of anti-social behaviour cases (per 1,000 homes) | No target | 70.4 | 19.78 | Not applicable | Not applicable | Not applicable. Annual measure. |
| Number of anti-social behaviour cases involving Hate Crime (per 1,000 homes) | No target | 0.4 | 0.05 | Not applicable | Not applicable | Not applicable. Annual measure. |
| Top 3 reasons anti-social behaviour cases were opened | (1) Garden Nuisance (2) Verbal Harassment/Threats (3) Noise | | | Not applicable | Not applicable | Not applicable. |
| Percentage of tenants satisfied with our approach to handling anti-social behaviour\* | 65% | 63.3% | 60% | Sad face with solid fill with solid fill | ê | Worse than last quarter. |
|  | | Number of fly-tipping enforcement actions issued within the Borough | 60 | 68 | 16 | Grinning face with solid fill with solid fill | è | On target. |
| Garbage with solid fill | | Number of missed bins per 100,000 collections  (Borough wide, all household tenures, businesses, and bin types) | 80 | 82.2 | 98.26 | Sad face with solid fill with solid fill | ê | Not on target.  Worse than last quarter. |

