Our latest performance 2025-26: Quarter One

Target: 73%



1 April 2025 to 30 June 2025

Target: 73%

Non-emergency repairs Satisfaction Satisfaction with time taken Satisfaction that the **Emergency repairs completed** completed within target with repairs to complete latest repair home is well maintained within target timescale timescale Keeping properties in **78%** 64% 87% 98% 36% good repair **Target: 73%** Target: 60% **Target: 75%** Target: 99% **Target: 87%** Satisfaction with how we Satisfaction with how we Residents' agreement that Satisfaction with our approach listen to residents' views keep residents informed about we treat them fairly and to handling complaints **Effective** Respectful and act upon them things that matter to them with respect and helpful handling of **87%** 91% 93% **58%** engagement complaints **Target: 71%** Target: 80% **Target: 87% Target: 70%** Satisfaction that a Gas safety checks Fire safety checks Asbestos safety checks Water safety checks Lift safety checks residents' home is safe **Maintaining** building 93% 100% **100%** 100% **100%** safety **Target: 100%** Target: 85% **Target: 100% Target: 100% Target: 100% Target: 100%** Satisfaction that communal Satisfaction that we make Satisfaction with our areas are clean and well approach to handling a positive contribution to neighbourhoods Responsible **89% 76% 36%** neighbourhood management

Target: 70%