

Repairs completed on time

% of individual repairs completed
on time

99.47%

Target: 95%



Gas Supply

% of rented dwellings with
gas supply,
with CP12 under 1 year old

99.94%

Aim for 100%



How quickly we reply to your emails, letters and online forms

Standard correspondence answered
in under 10 working days

208 out of 217
95.85%



Complaints answered <10 working days

18 out of 18
100%



Target: 96%

Resident Satisfaction with Repairs

Resident Satisfaction with repairs **100%**

Target 75%*

* Calculated using resident responses from telephone surveys, Operative's DAs and returned satisfaction cards and email surveys.

Maximum 75% achievable for PDA's and Emails and Maximum 25% for Telephone Surveys.

Checking the Safety of your Communal Area

Communal Area Risk Assessments (CARAs)

773 carried out so far this year



Aim: 774 by 31 March 2026

% of CARA's Completed YTD **99.87%**