Measure	Target	Apr 2026	May 2026	Jun 2026	Q1 2026/27	Jul 2026	Aug 2026
Building safety							
Homes with a valid gas safety certificate	100%	100%	100%	100%	**100%**	100%	99%
Homes with a valid electrical safety certificate	100%	99%	100%	100%	**100%**	100%	100%
Homes with a working smoke alarm	100%	100%	100%	100%	**100%**	100%	100%
Homes with a working carbon monoxide alarm	100%	100%	100%	100%	**100%**	100%	100%
Anti-social behaviour							
New serious anti-social behaviour cases	No target	0	0	0	**0**	1	0
New routine anti-social behaviour cases	No target	1	1	1	**3**	1	5
Legal action taken because of anti-social behaviour	No target	0	0	0	**0**	0	0
Evictions because of anti-social behaviour	No target	0	0	0	**0**	0	0
Tenancy management							
Homes found abandoned	No target	0	0	0	**0**	0	0
Requests for permission to make alterations	No target	0	0	0	**0**	0	0
Alterations completed	No target	0	0	0	**0**	0	0
Lettings							
Average days to let a new home Days from a new home being handed over to us to the first tenancy starting.	7 days	72	66	51	**63**	50	46
New homes still empty 14 days after handover	No target	23%	47%	71%	**47%**	94%	86%
Empty homes advertised within 5 days	95%	100%	100%	100%	**100%**	100%	100%
Tenancies ended Tenancies ended as a % of all tenancies.	No target	Not yet reported	Not yet reported	0.7%	**1.0%**	1.0%	0%
Settling-in visits completed within 3 months of a tenancy starting Number of visits completed.	All new tenancies	Not yet reported	0	22	**22**	22	11
Complaints							
Residents satisfied with how their complaint was handled Reported quarterly.	80%	Not yet reported	Not yet reported	Not yet reported	Not yet reported	Not yet reported	Not yet reported
Stage 1 complaints received	No target	0	1	4	**5**	2	1
Stage 1 complaints acknowledged within 5 working days	100%	100%	100%	100%	**100%**	100%	100%
Stage 1 complaints answered within 10 working days	100%	No complaints	100%	100%	**100%**	No complaints	100%
Complaints escalated to stage 2	No target	0	0	1	**1**	0	0
Stage 2 complaints acknowledged within 5 working days	100%	No complaints	No complaints	1	**1**	No complaints	2
Stage 2 complaints answered within 20 working days	100%	No complaints	No complaints	1	**1**	No complaints	2
Complaints made through councillors or MPs	No target	0	0	0	**0**	0	0
Complaints escalated to the Housing Ombudsman	No target	0	0	0	**0**	0	0
Rent (affordable rent homes)							
Rent collected Rent collected as a % of rent due, year to date.	97.0%	95.1%	87.6%	83.2%	**88.63%**	87.8%	83.7%
Rent arrears Current tenants' arrears as a % of the annual rent roll. Lower is better.	3.0%	5.6%	5.3%	6.7%	**6.7%**	6.1%	7.5%
Notices served for rent arrears	No target	2	0	3	**5**	2	0
Evictions for rent arrears	No target	0	0	0	**0**	0	0
Repairs							
Emergency repairs raised	No target	4	1	0	**5**	13	4
Emergency repairs completed within 24 hours	98%	100%	100%	None raised	**100%**	50%	50%
Routine repairs raised	No target	12	10	5	**27**	9	11
Routine repairs completed on time	98%	100%	100%	100%	**100%**	63%	100%
New-build defects							
Defect repairs raised	No target	15	41	53	**109**	46	22
New-build defects (affordable rent homes)							
Emergency defect repairs completed on time	No target	100%	100%	75%	**92%**	100%	100%
Routine defect repairs raised	No target	13	31	37	**81**	41	16
Routine defect repairs completed on time	No target	100%	97%	86%	**95%**	51%	100%
Routine defect repairs raised	No target	119	32	128	**279**	15	15
Routine defect repairs completed on time	No target	6%	3%	1%	**3%**	33%	60%