

Performance for Q4
[January - March 2026]



8,105

Responsive
repairs
jobs were
completed



174

Complaints were
received, with the
main theme of
complaints being
Property Condition



02

Compliments
were received



657

No accesses
(where we couldn't
gain access to your
homes to carry out
works or inspections)



37

New homes
were
completed



31 Days

Time taken to
complete
routine repairs

Performance for Q3
[October - December 2025]



6,625

Responsive
repairs
jobs were
completed



109

Complaints were
received, with the
main theme of
complaints being
Property Condition



15

Compliments
were received



459

No accesses
(where we couldn't
gain access to your
homes to carry out
works or inspections)



12

New homes
were
completed



23 Days

Time taken to
complete
routine repairs

Performance for Q2
[July - September 2025]



5,526

Responsive
repairs
jobs were
completed



121

Complaints were
received, with the
main theme of
complaints being
**Repairs
Appointments**



19

Compliments
were received



401

No accesses
(where we couldn't
gain access to your
homes to carry out
works or inspections)



0

New homes
were
completed



33 Days

Time taken to
complete
routine repairs

Performance for Q1

[April - June 2025]



6,276

Responsive repairs jobs were completed



101

Complaints were received, with the main theme of complaints being Property Condition



31

Compliments were received



547

No accesses (where we couldn't gain access to your homes to carry out works or inspections)



28

New homes were completed



25

 Days

Time taken to complete routine repairs