

Quarter 1 2026-27

(April - June)

16

New Homes Completed

69.8%

Overall Satisfaction
Target: 70%

Figure taken from our latest TSM Score 2025-26

80%

Non-Emergency Repairs completed in time
Target: 70% or more

89%

Emergency Repairs completed in time
Target: 98.3% or more

1.9%

Void Loss %
Target: 0.91% or less

99.2%

Gas Safety Checks complete
Target: 100%

100%

Fire Risk Assessments complete
Target: 100%

66

Average days homes are empty
Target: 36.85 or less

100%

Stage 1 Complaints responded to on time
Target: 100%

100%

Stage 2 Complaints responded to on time
Target: 100%

£1.09m

Current tenant rent arrears
Target: £717k



Quarter 2 2026-27

(July - September)

21

New Homes Completed

69.8%

Overall Satisfaction
Target: 70%

Figure taken from our latest TSM Score 2025-26

74%

Non-Emergency Repairs completed in time
Target: 70% or more

88%

Emergency Repairs completed in time
Target: 98.3% or more

TBC

Void Loss %
Target: 0.91% or less

99.9%

Gas Safety Checks complete
Target: 100%

100%

Fire Risk Assessments complete
Target: 100%

54

Average days homes are empty
Target: 36.85 or less

97.9%

Stage 1 Complaints responded to on time
Target: 100%

100%

Stage 2 Complaints responded to on time
Target: 100%

£1.47m

Current tenant rent arrears
Target: £705k

