

## 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