

Quarterly performance statistics

For the quarter ending 30 June 2025



Our aim is to provide a great customer experience and to be transparent with our customers on how well we are performing.

The following performance figures are for the quarter ending 30 June 2025.

Repairs

These figures show how we handled repairs and details of customer satisfaction with repairs. You can find more information about our relevant processes on our [repairs](#) pages.

Total number of repairs completed

7,368



6,837

Percentage of repairs completed within target timescales - emergency

86%



80%

Target 90%

Percentage of repairs completed within target timescales - non emergency

64%



52%

Target 85%

*Customer satisfaction with repairs

89%



88%

Target 90%

Quarterly performance statistics

For the quarter ending 30 June 2025

Improving homes

These are the latest statistics regarding our progress to improve homes.

Homes with an up-to-date Home Improvement Survey

95%



Last year **81%**

Target **95%**

New kitchens delivered so far this year

2



Last year **6**

Target **0**

New bathrooms and wet rooms delivered so far this year

63



Last year **36**

Target **54**

New windows delivered so far this year

57



Last year **62**

Target **45**

New roofs delivered so far this year

13



Last year **35**

Target **23**

New doors delivered so far this year

52



Last year **100**

Target **74**

Quarterly performance statistics

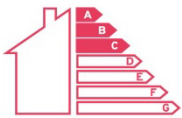
For the quarter ending 30 June 2025

Improving homes

Continued.

Homes with an Energy Performance Certificate above C

89%



Last year **88%**

Target **89%**

Responding to customer contacts

These statistics relate to how we handled our contacts with customers.

Average call wait time (seconds)



Last year **26 secs**

Target **80 secs**

Calls answered within 20 seconds

83%



Last year **82%**

Target **80%**

Total contacts received (inclusive of calls, emails and Live Chats)

24,508



21,359

Quarterly performance statistics

For the quarter ending 30 June 2025

Tenancy

Number of new tenancies

107



185

*New tenant satisfaction

73%



81%

Target 90%

Number of empty homes (being prepared to re-let, excluding homes under consideration)

102



85

Number of customers in rent arrears

3,284



2,324

Value of rent arrears

£1.136m



£1.12m

Target £1.9m

Quarterly performance statistics

For the quarter ending 30 June 2025

Formal complaints

The number of complaints we receive and how we handle them against the **Housing Ombudsman's** requirements and how satisfied customers were with the handling of their complaint.

Further details about our processes can be found on our [complaints, comments and compliments](#) page

New complaints received

272



180

Complaints closed

261



256

Stage 1 complaints closed within 10 day target

45%



46%

Target 100%

Number of cases escalated to Stage 2

35



28

Stage 2 complaints closed withing 20 day target

53%



33%

Target 100%

*Customer satisfaction with handling of complaints

46%



22%

Target 50%

Quarterly performance statistics

For the quarter ending 30 June 2025

Formal complaints

Continued

Top 3 complaint reasons



Subcontractors
Tenancy related
Length of time to complete repair

Community safety

Statistics which show the amount of anti-social behaviour in our homes and customer satisfaction with how well we handled them.

Further details about our processes can be found on our community safety

Anti-social behaviour cases reported

268



188

Anti-social behaviour cases where legal action has been taken

18



4

Customer satisfaction with handling of anti-social behaviour case

51%



47%

Target 60%

Quarterly performance statistics

For the quarter ending 30 June 2025

Safety servicing

We manage various elements of safety servicing, these figures show our overall figure which includes not just homes, but also communal areas and other legal requirements.

Our [staying safe at home](#) pages contain more information about our safety processes.

Homes with up to date gas certificates

99.8%



Last year

99.7%

Target 100%

Homes with up to date electrical certificates

98%



Last year

93.9%

Target 100%

Homes with up to date fire risk assessment certificates

100%



Last year

100%

Target 100%

Homes with up to date asbestos inspections

99%



Last year

100%

Target 100%

Homes with up to date water safety assessments

100%



Last year

100%

Target 100%

Homes with up to date lift safety checks

88%



Last year

100%

Target 100%

Quarterly performance statistics

For the quarter ending 30 June 2025

Number of open damp and mould cases classed as an emergency hazard



Target

0

Number of open damp and mould cases



Target

<138

Customer missed appointment for safety visits

970



*Statistics marked with an asterisk are taken from our transactional surveys. Surveys are designed to measure the customer experience at specific touchpoints. Transactional surveys are sent to customers immediately after a transaction, for instance, straight after a repair has been completed, or once a complaint case has been closed. This enables us to understand the customer's recent experience of that interaction - what has gone well, and what changes we need to make to improve our service in the future.

Alternative formats

If you need this document in another format, such as large print, Braille or a different language, please let us know by emailing us at act@alliancehomes.org.uk or ring us on **03000 120 120**