

Quarterly performance statistics

For the quarter ending 31 December 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 31 December 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.

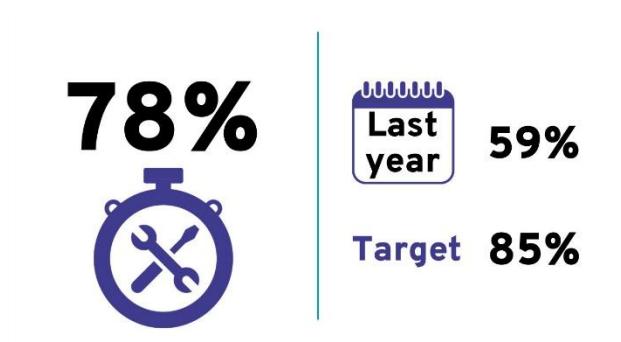
Total number of repairs completed



Percentage of repairs completed within target timescales - emergency



Percentage of repairs completed within target timescales - non emergency



*Customer satisfaction with repairs



Quarterly performance statistics

For the quarter ending 31 December 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

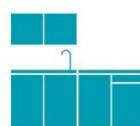
95%

Target

95%

New kitchens delivered so far this year

111



Last year

61

Target

113

New bathrooms and wet rooms delivered so far this year

132



Last year

112

Target

120

New windows delivered so far this year

191



Last year

210

Target

144

New roofs delivered so far this year

78



Last year

93

Target

84

New doors delivered so far this year

225



Last year

282

Target

231

Quarterly performance statistics

For the quarter ending 31 December 2025

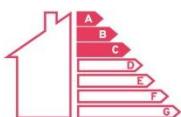


Improving homes

Continued.

Homes with an Energy Performance Certificate above C

90%



Last year 89%

Target 88%

Responding to customer contacts

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

Average call wait time (seconds)



Last year 27 secs
Target 80 secs

Calls answered within 20 seconds



Last year 57%
Target 80%

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

26,360



33,820

Quarterly performance statistics

For the quarter ending 31 December 2025



Tenancy

Number of new tenancies

90



Last year

38

*New tenant satisfaction

84%



Last year

82%

Target 90%

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

196



Last year

105

Number of customers in rent arrears

3,668



Last year

4,555

Value of rent arrears

£1,330m



Last year

£1,514m

Target £1,9m

Quarterly performance statistics

For the quarter ending 31 December 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

179



171

Complaints closed

199



162

Stage 1 complaints closed within 10 day target

50%



43%



Target 100%

Number of cases escalated to Stage 2

29



24

Stage 2 complaints closed within 20-day target

59%



64%



Target 100%

*Customer satisfaction with handling of complaints

45%



28%



Target 50%

Quarterly performance statistics

For the quarter ending 31 December 2025

Formal complaints

Continued

Top 3 complaint reasons



Disrepair/Damp
Length of time to complete repair
Tenancy Related

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

105

Last
year

146

Anti-social behaviour cases where legal action has been taken

19

Last
year

9

Customer satisfaction with handling of anti-social behaviour case

54%

Last
year

38%

Target 60%

Quarterly performance statistics

For the quarter ending 31 December 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

99.95%



Last
year

99.3%

Target 100%

Homes with up-to-date electrical certificates

99%



Last
year

96.94%

Target 100%

Homes with up-to-date fire risk assessment certificates

100%



Last
year

96%

Target 100%

Homes with up-to-date asbestos inspections

99%



Last
year

92%

Target 100%

Homes with up-to-date water safety assessments

100%



Last
year

100%

Target 100%

Homes with up-to-date lift safety checks

93%



Last
year

98%

Target 100%

Quarterly performance statistics

For the quarter ending 31 December 2025



Number of open damp and mould cases



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



Customer missed appointment for safety visits



*Statistics marked with an asterisk are taken from our transactional surveys. Figures from the repairs survey are based on the most recent quarter, all other transactional survey data is based on the last 12 months. 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, please let us know by emailing us at act@alliancehomes.org.uk or ring us on 03000 120 120