

Quarterly performance statistics

For the quarter ending 30 September 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 September 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



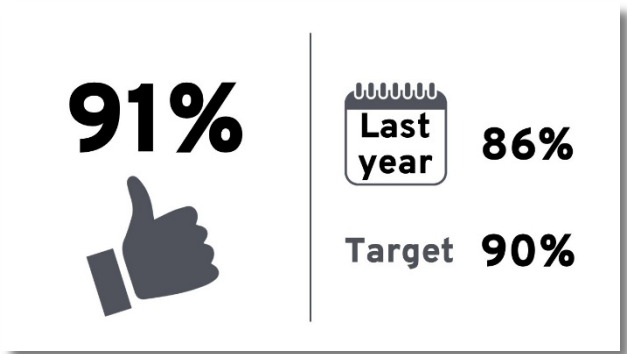
Percentage of repairs completed within target timescales - emergency



Percentage of repairs completed within target timescales - non emergency



*Customer satisfaction with repairs



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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 **85%**

Target **95%**

New kitchens delivered so far this year

77



Last year **61**

Target **78**

New bathrooms and wet rooms delivered so far this year

74



Last year **45**

Target **68**

New windows delivered so far this year

123



Last year **126**

Target **98**

New roofs delivered so far this year

51



Last year **67**

Target **56**

New doors delivered so far this year

133



Last year **216**

Target **156**

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Improving homes

Continued.

Homes with an Energy Performance Certificate above C



Responding to customer contacts

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

Average call wait time (seconds)



Calls answered within 20 seconds



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



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Tenancy

Number of new tenancies



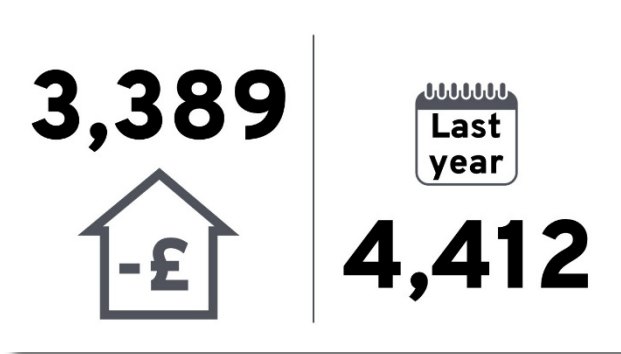
*New tenant satisfaction



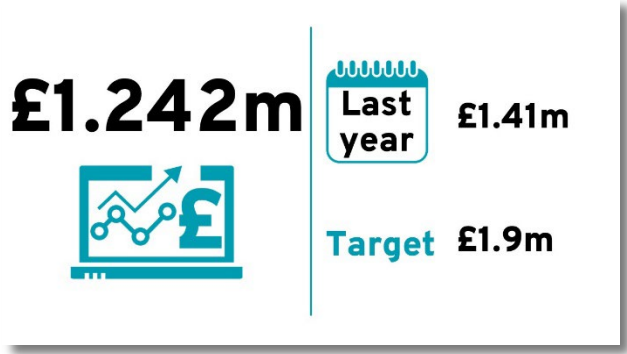
Number of empty homes (being prepared to re-let, excluding homes under consideration)



Number of customers in rent arrears



Value of rent arrears



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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

234



216

Complaints closed

275



246

Stage 1 complaints closed within 10 day target

63%



59%

Target 100%

Number of cases escalated to Stage 2

41



32

Stage 2 complaints closed withing 20 day target

79%

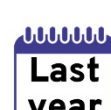


54%

Target 100%

*Customer satisfaction with handling of complaints

42%



27%

Target 50%

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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

190



230

Anti-social behaviour cases where legal action has been taken

9



8

Customer satisfaction with handling of anti-social behaviour case

48%



47%

Target 60%

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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



Homes with up to date electrical certificates



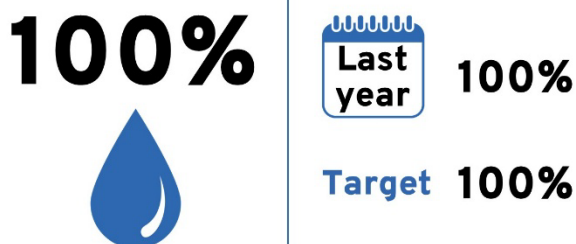
Homes with up to date fire risk assessment certificates



Homes with up to date asbestos inspections



Homes with up to date water safety assessments



Homes with up to date lift safety checks



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Number of open damp and mould cases

629



Target

<138

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

0



Target

0

Customer missed appointment for safety visits

983



*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, Braille or a different language, please let us know by emailing us at act@alliancehomes.org.uk or ring us on **03000 120 120**