Quarterly performance statistics

For the quarter ending 30 September 2026

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

This is our second year of our quarterly reporting, and several measures have been updated to improve accuracy and consistency with other reporting. Updated measures are clearly identified with supporting explanations in numbered footnotes, and last year's figures have been restated to reflect the revised calculations.

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.

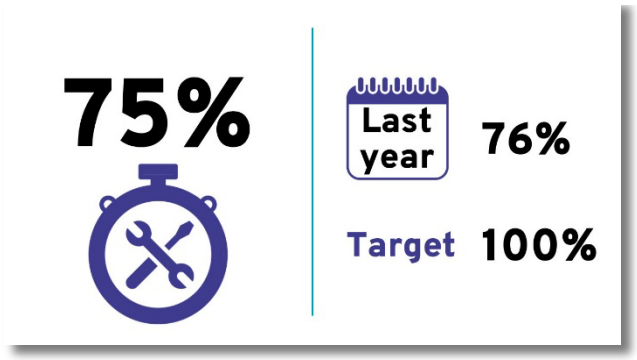
Total number of repairs completed



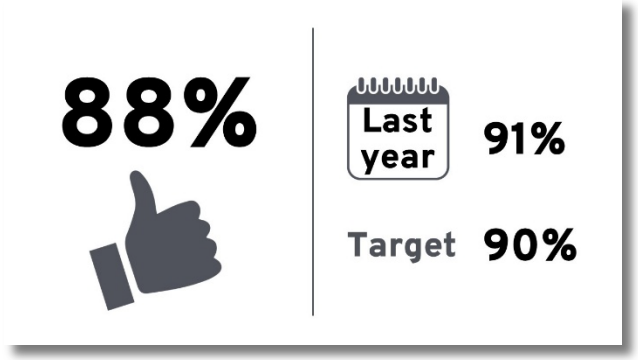
Percentage of repairs completed within target timescales - emergency



Percentage of repairs completed within target timescales - non emergency



*Customer satisfaction with repairs



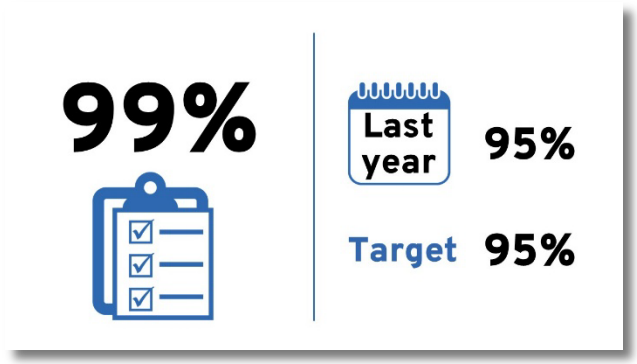
Quarterly performance statistics

For the quarter ending 30 September 2026

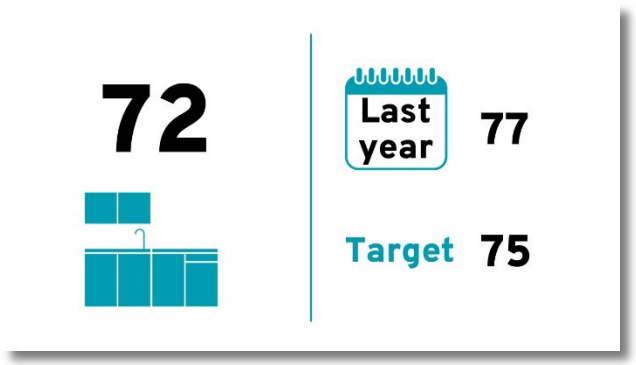
Improving homes

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

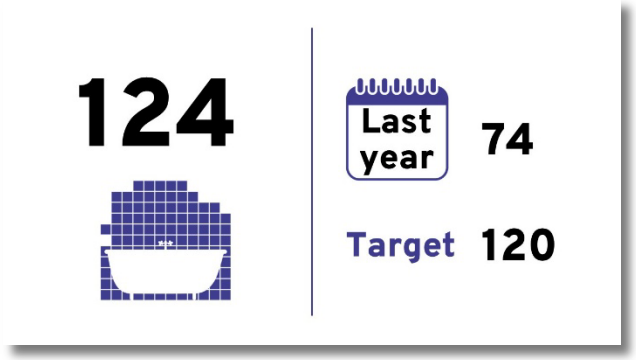
Homes with an up-to-date Home Improvement Survey



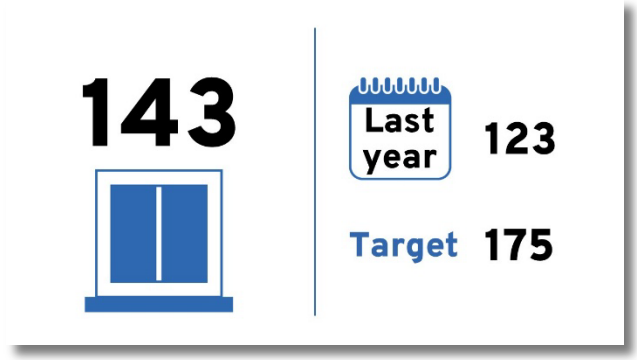
New kitchens delivered so far this year



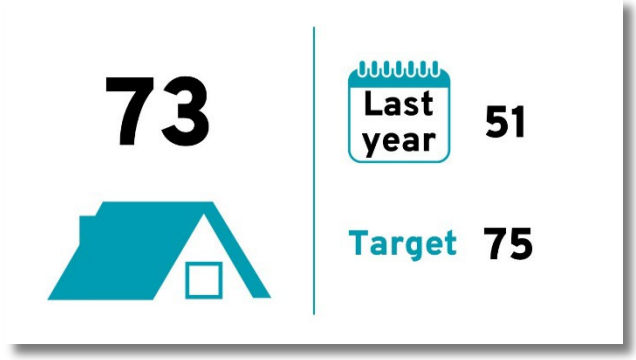
New bathrooms and wet rooms delivered so far this year



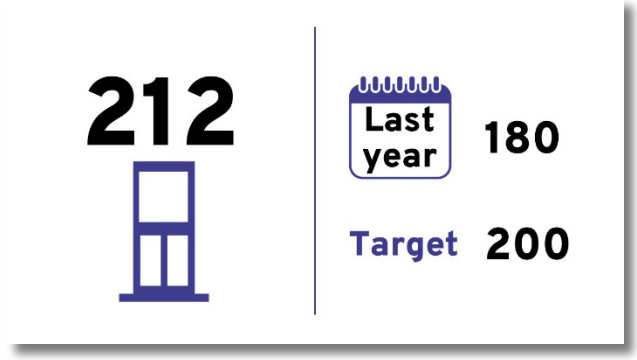
New windows delivered so far this year



New roofs delivered so far this year



New doors delivered so far this year



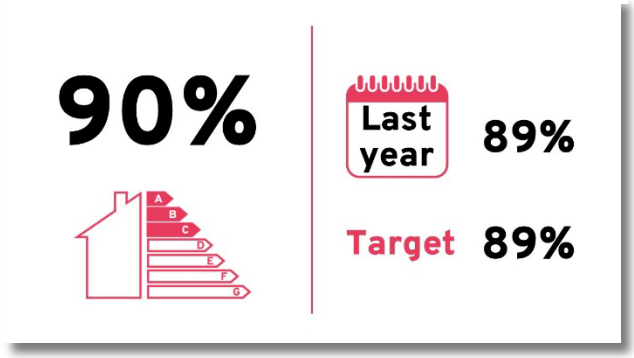
Quarterly performance statistics

For the quarter ending 30 September 2026

Improving homes

Continued.

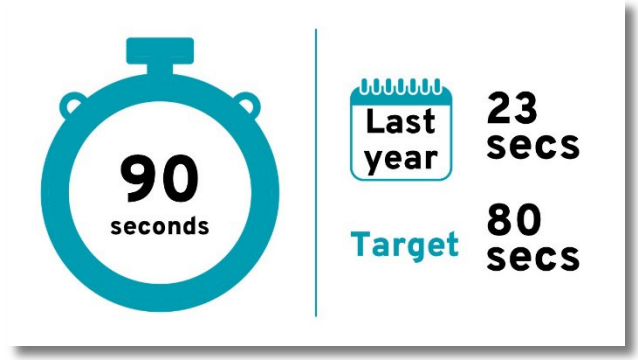
Homes with an Energy Performance Certificate above C



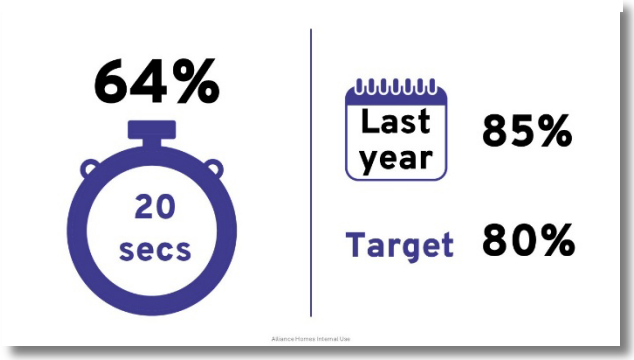
Responding to customer contacts

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

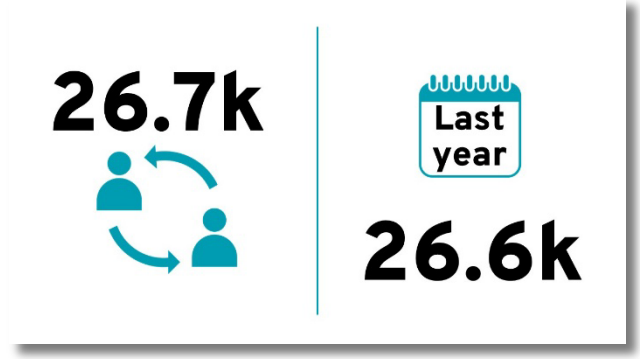
Average call wait time (seconds)



Calls answered within 20 seconds



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



Quarterly performance statistics

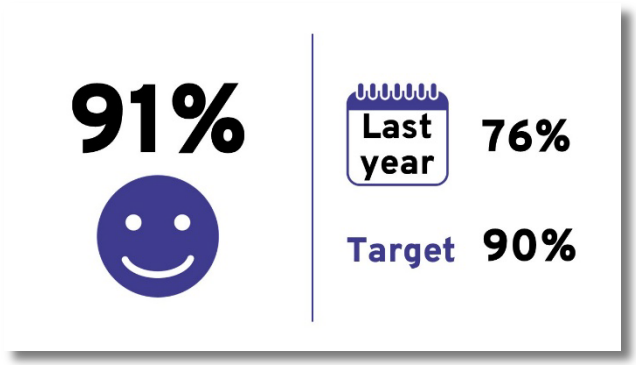
For the quarter ending 30 September 2026

Tenancy

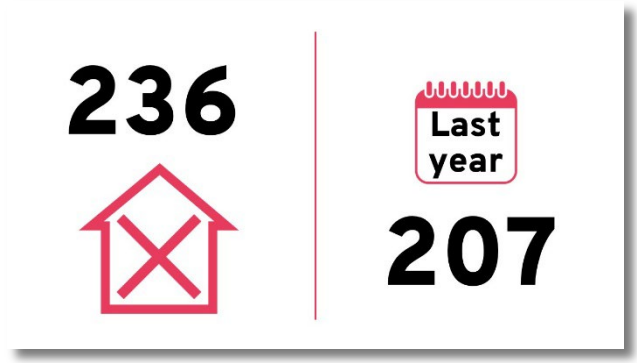
Number of new tenancies



*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



Quarterly performance statistics

For the quarter ending 30 September 2026

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

224

Last year 234

Complaints closed

244

Last year 275

Stage 1 complaints responded to within 10-day target[1]

93%

10 days

Last year 63%

Target 100%

Number of cases escalated to Stage 2

53

Last year 41

Stage 2 complaints responded to within 20-day target[1]

91.8%

20 days

Last year 79%

Target 100%

*Customer satisfaction with handling of complaints

43%

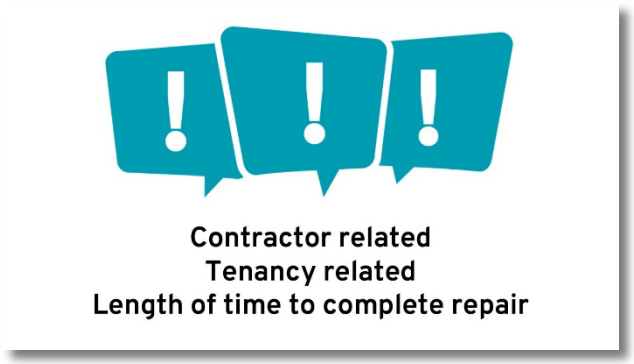
Last year 42%

Target 50%

Formal complaints

Continued

Top 3 complaint reasons



1. Measures for response times to Stage 1 and Stage 2 have been updated to be consistent with Tenant Satisfaction Measures. They now show response times to those stages of complaint and not the times to close those complaints.

Quarterly performance statistics
For the quarter ending 30 September 2026

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[2]



Anti-social behaviour cases where legal action has been taken



2. The method of calculating antisocial behaviour cases has been updated to no longer include person alerts which are not related to anti-social behaviour.

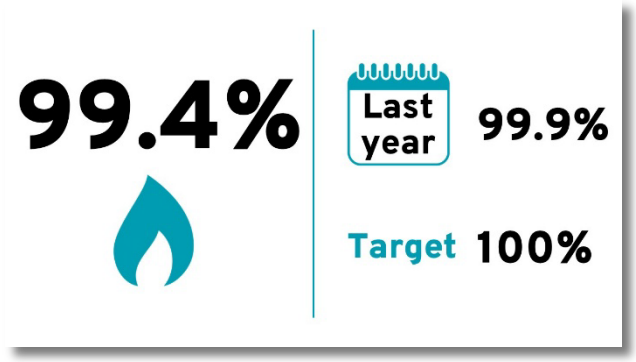
3. We are changing the way we analyse our ASB data and are shifting to more in-depth qualitative methods. This means that we no longer collect the figure for customer satisfaction relation to anti-social behaviour.

Quarterly performance statistics
For the quarter ending 30 September 2026

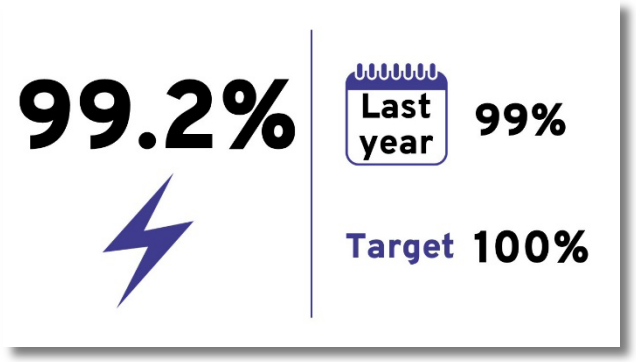
Safety servicing

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.

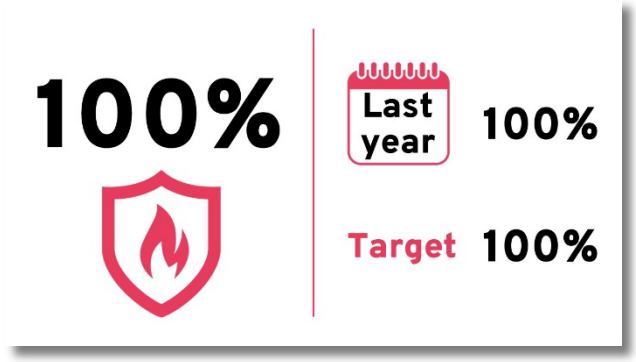
Homes with up-to-date gas certificates



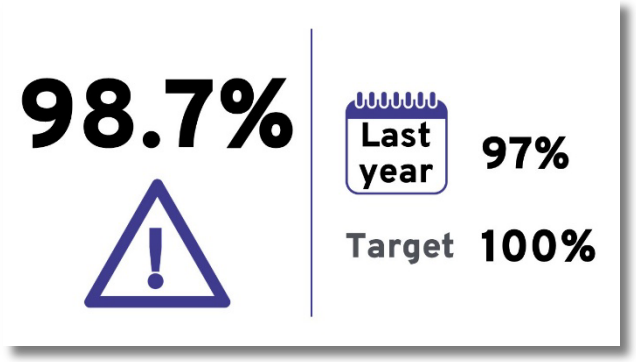
Homes with up-to-date electrical certificates[4]



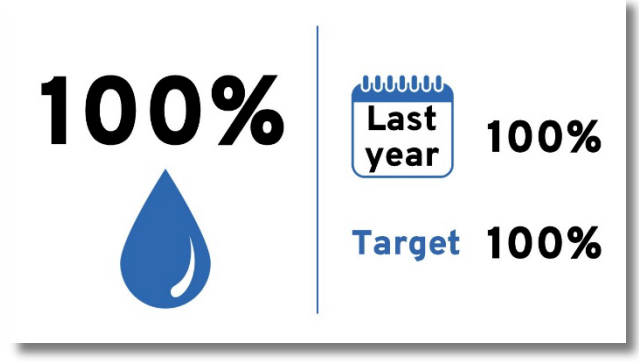
Homes with up-to-date fire risk assessment certificates



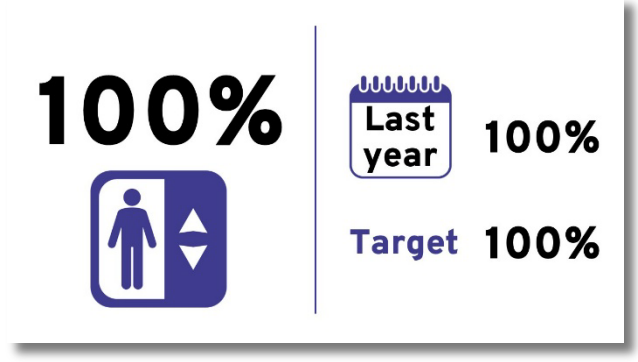
Homes with up-to-date asbestos inspections



Homes with up-to-date water safety assessments



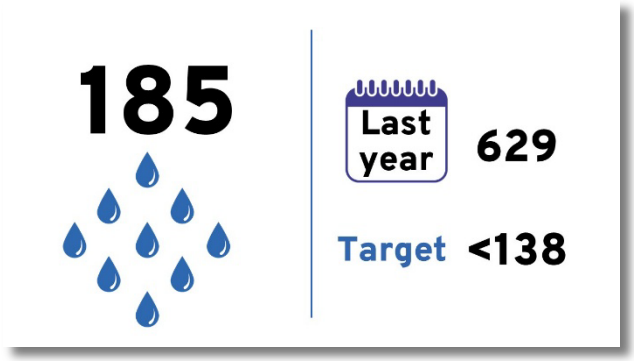
Homes with up-to-date lift safety checks[5]



Quarterly performance statistics

For the quarter ending 30 September 2026

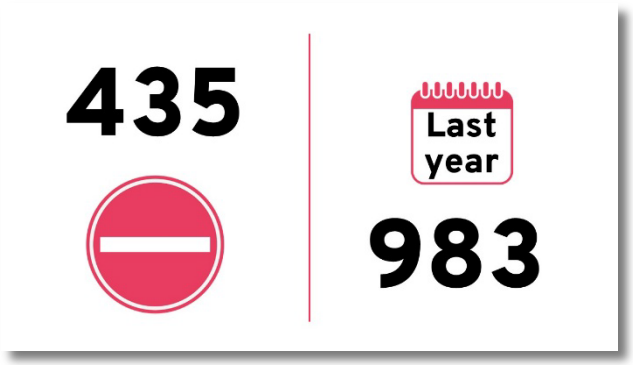
Number of open damp and mould cases



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



Customer missed appointment for safety visits



4. The calculation for the number of homes with up-to-date electrical safety certificates has been revised to only include homes, and no longer includes other properties such as commercial premises.

5. The calculation for homes with up to date lift safety checks has been revised to only include blocks and does not include stairlifts.

*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**