

Quarterly performance statistics

For the quarter ending 30 June 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

7,037



7,368

Percentage of repairs completed within target timescales - emergency

87%



86%

Target 90%

Percentage of repairs completed within target timescales - non emergency

74%



64%

Target 100%

*Customer satisfaction with repairs

91%



89%

Target 90%

Quarterly performance statistics

For the quarter ending 30 June 2026

Improving homes

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

Homes with an up-to-date Home Improvement Survey

99%



Last year 95%

Target 95%

New kitchens delivered so far this year

0



2

Target 0

New bathrooms and wet rooms delivered so far this year

91



64

Target 55

New windows delivered so far this year

67



57

Target 90

New roofs delivered so far this year

43



13

Target 35

New doors delivered so far this year

125



68

Target 105

Quarterly performance statistics

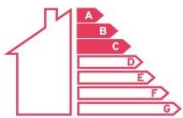
For the quarter ending 30 June 2026

Improving homes

Continued.

Homes with an Energy Performance Certificate above C

90%



Last
year

89%

Target 89%

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

67%



Last
year

83%

Target

80%

Alliance Homes Internal Use

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

25.6k



Last
year

24.8k

Quarterly performance statistics

For the quarter ending 30 June 2026

Tenancy

Number of new tenancies

124



107

*New tenant satisfaction

90%



73%

Target 90%

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

173



102

Number of customers in rent arrears

3,162



3,284

Value of rent arrears

£1.144m



£1.136m

Target £1.9m

Quarterly performance statistics

For the quarter ending 30 June 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

255



272

Complaints closed

256



261

Stage 1 complaints responded to within 10-day target¹

90%



75%

Target 100%

Number of cases escalated to Stage 2

48



35

Stage 2 complaints responded to within 20-day target¹

87%



80%

Target 100%

*Customer satisfaction with handling of complaints

50%



46%

Target 50%

Quarterly performance statistics

For the quarter ending 30 June 2026

Formal complaints

Continued

Top 3 complaint reasons



Unhappy with process
Tenancy Related
Contractor

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 June 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

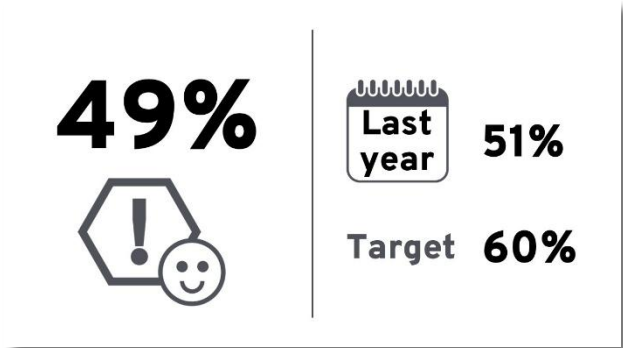
Anti-social behaviour cases reported²



Anti-social behaviour cases where legal action has been taken



Customer satisfaction with handling of anti-social behaviour case



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.

Quarterly performance statistics

For the quarter ending 30 June 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

99.7%



Last
year

99.6%

Target **100%**

Homes with up-to-date electrical certificates³

99.1%



Last
year

98%

Target **100%**

Homes with up-to-date fire risk assessment certificates

100%



Last
year

100%

Target **100%**

Homes with up-to-date asbestos inspections

99.4%



Last
year

99%

Target **100%**

Homes with up-to-date water safety assessments

100%



Last
year

98%

Target **100%**

Homes with up-to-date lift safety checks⁴

100%



Last
year

95%

Target **100%**

Quarterly performance statistics

For the quarter ending 30 June 2026

Number of open damp and mould cases

207



Last year 687

Target <138

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

2



Last year 0

Target 0

Customer missed appointment for safety visits

837



Last year 970

3. 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.

4. 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**