

Category	Indicator	Q1 25/26	Q2 25/26	Q3 25/26	Q4 25/26
<b>Repairs</b>	Number of new repairs raised in the quarter	8943	9403	10542	10853
	Number of repairs completed in the quarter	8650	8739	9794	10040
	Number of repairs open at end of quarter	1498	1834	2011	2355
	Average working days taken to complete standard repairs (target is 30 working days or less)	12.74	10.26	11.71	18.99
	Average working days taken to complete Right to Repair 1 day (target 1 working day or less)	0.54	0.52	0.49	0.63
	Average working days taken to complete Right to Repair 3 days (target 3 working days or less)	1.65	1.68	1.28	3.82
	Average working days taken to complete Right to Repair 7 day (target 7 working days or less)	2.34	2.61	2.46	2.78
	Percentage of tenants satisfied with service received from people carrying out standard repairs	91.6%	89.8%	90.6%	87.6%
	Percentage tenants satisfied with updates and communication during standard repairs	88.0%	83.8%	82.2%	82.1%
<b>Building Safety</b>	Overall percentage of gas servicing completed within due dates at end of quarter	99.92%	99.98%	100.00%	99.99%
<b>Voids</b>	Number of void (empty) properties	402	382	350	317
	Rent loss in £s due to void (empty) properties in the quarter	£523,032	£505,274	£468,092	£454,090
<b>Disrepair cases</b>	Total number of new disrepair cases opened in the quarter	20	19	51	46
	Number of disrepair cases open at end of quarter	85	77	96	120
<b>Adaptations</b>	Number of minor adaptations completed (costing under £1,000 each)	65	69	111	54
	Number of major adaptations completed (costing over £1,000 each)	43	42	45	58
	Spending on all adaptations (minor and major) in the quarter	£192,321	£255,167	£274,789	£324,658
<b>Housing Register</b>	Number of households on the waiting list at end of quarter	3193	3307	3337	2219
<b>Arrears</b>	Current tenant arrears amount (overall cumulative total)	£2,330,230	£2,311,704	£2,293,041	£2,216,004
	Former tenant arrears amount (overall cumulative total)	£1,633,995	£1,627,970	£1,735,934	£1,445,041
<b>Evictions</b>	Number of evictions during the quarter	4	6	6	4
<b>ASB</b>	Number of new anti-social behaviour (ASB) cases opened	85	88	69	94
	Number of new ASB cases opened which involved a hate incident	6	1	0	4
	ASB cases open at end of quarter	128	121	92	119
<b>Tenancy Support</b>	Tenants receiving tenancy support services from CBC at end of quarter	253	218	211	206
	Number of new tenancy support cases opened in the quarter	78	74	79	71
<b>Complaints</b>	Percentage of stage 1 complaints responded to within Housing Ombudsman timescales	86.0%	61.5%	89.8%	95.1%
	Percentage of stage 2 complaints responded to within Housing Ombudsman timescales	78.9%	70.8%	81.8%	96.2%
	Stage 1 complaints received in the quarter	93	104	98	142
	Stage 1 complaints escalated to stage 2 in the quarter	19	24	22	26