

SW9 CH: August 2026 Performance Commentary

We want to be open with residents about how we're performing and where we're working to improve. This update highlights some of the key services we provide and our performance during August 2026.

There were some positive results this month, particularly in repairs, neighbourhood services, complaints response times and safety inspections. However, we know there is still more to do to improve residents' overall satisfaction and make it easier to contact us.

Overall resident satisfaction increased to 45.8%, up from the previous month. While this is encouraging, it remains below our target of 65%, and improving residents' experience of our services remains a key focus for us.

During August, residents waited an average of 1 minute and 52 seconds for their calls to be answered, and 17.2% of callers hung up before speaking to us. We recognise this is not where we want to be and are continuing to look at ways to improve access to our services and reduce waiting times.

Our repairs service performed well during the month. We responded to 98.9% of emergency repairs and 100% of non-emergency repairs within our target timescales. While we are pleased with these response times, satisfaction with repairs was 70%, below our target of 90%. This tells us that completing repairs on time is only part of delivering a good service, and we need to continue improving the overall experience for residents.

There were no emergency damp and mould cases reported during August. We also inspected 100% of significant damp and mould cases within 10 days, ensuring that reported issues were assessed promptly.

Our neighbourhood services continued to perform strongly. We responded to 100% of anti-social behaviour (ASB) cases within target timescales and completed 100% of planned estate inspections during the month. These activities help us keep our neighbourhoods safe, clean and well maintained.

We also achieved 100% compliance with complaint response times, meaning all complaints were responded to within the required timescales, including any permitted extensions as per the Housing Ombudsman. However, satisfaction with complaint handling was 60%, slightly below our target. We are continuing to focus on improving communication with residents and ensuring people feel listened to throughout the complaints process.

Keeping residents safe remains our highest priority. During August, 100% of required fire safety inspections were completed on time. We also maintained high levels of compliance for gas and electrical safety, with 98.87% of gas safety certificates and 97.81% of electrical safety certificates in place. While these are strong results, we continue working to achieve full compliance across all homes.

We are pleased to see improvements in resident satisfaction and continued strong results in repairs, neighbourhood management and safety. We also recognise that residents expect more from us when contacting us, reporting repairs and raising concerns, and these will remain key areas of improvement over the coming months.