

Our Performance

Apr-Dec 2025

Better
 No change
 Weaker



Repairs

95.4% Appointments made and kept <small>Target 85%</small>	10,699 Number of repairs reported	98.7% Repairs completed on time <small>Target 90%</small>
100% Emergency repairs completed within 24 hours <small>Target 100%</small>	96.89% Customer satisfaction <small>Target 95%</small>	96.1% First time fix repairs <small>Target 75%</small>

98% Non-emergency responsive repairs completed within target

Compliance

100% Fire safety risk assessments completed in communal areas <small>Target 100%</small>	99.82% Homes with a current gas safety certificate (that need one) <small>Target 100%</small>	99% Asbestos checks in communal areas completed <small>Target 100%</small>
100% Communal areas with an Asbestos Management Plan <small>Target 100%</small>	100% Water safety checks completed <small>Target 100%</small>	100% Lifts serviced and with a current risk assessment <small>Target 100%</small>

5.9% Homes that do not meet the Decent Homes Standard

Complaints

100% Formal complaint acknowledgement within 3 working days <small>Target 100%</small>	81% Response to stage 1 complaints within 10 working days <small>Target 97%</small>	96% Response to stage 2 complaints within 20 working days <small>Target 97%</small>	27% Stage 1 complaints escalated to stage 2
81% Stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code	96% Stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code	20.6 Number of stage one complaints received (per 1,000 homes)	6.3 Number of stage two complaints received (per 1,000 homes)

Getting in touch

On average it took **1.75 minutes** to answer your call

7 Compliments received

For more information go to: www.highpeak.gov.uk/Housing-You-Said-We-Did

Neighbourhoods

21 Anti-social behaviour cases reported per 1,000 homes between April and December 2025

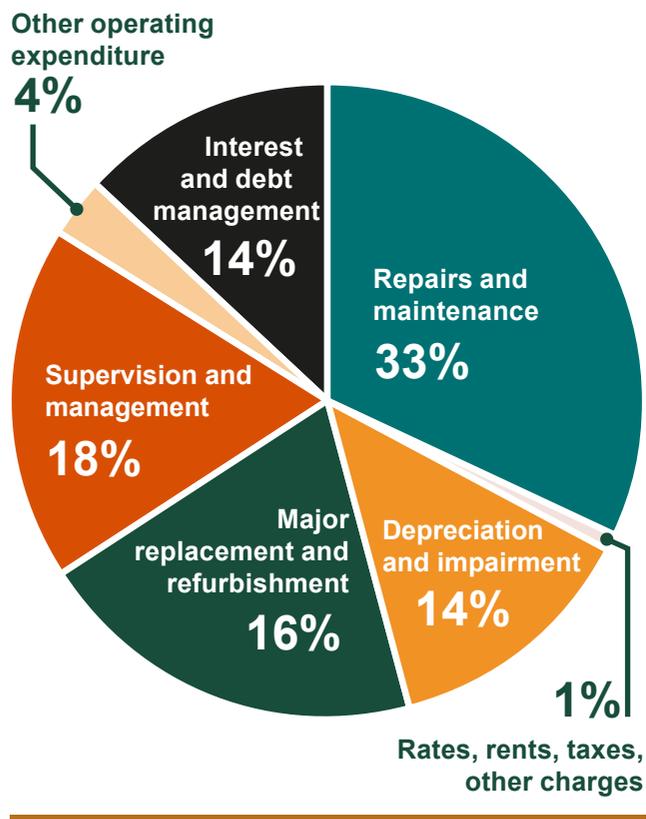
0 Number of anti-social behaviour cases that involve hate incidents

Carelink Alarm response service

2241 Emergency calls	95.72% Calls responded to within 45 minutes <small>Target 95%</small>	708 Number of falls	646 Number of falls responded to within 45 minutes	97.55% Referrals installed within 15 days <small>Target 95%</small>
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Rent collection

96.44% Rent collected
Target 98.5%



How your rent is spent

For further performance information and regular updates, please visit: www.highpeak.gov.uk/Housing-You-Said-We-Did

For more information, including our Tenant Satisfaction Measures, please visit: www.highpeak.gov.uk/Information-About-Your-Tenancy

For more information and help regarding Damp and Mould please visit: www.highpeak.gov.uk/Damp-Mould