

HOW ARE WE DOING?

EXETER CITY COUNCIL HOUSING PERFORMANCE DATA
QUARTER 1 - 1ST APRIL 2026 – 30TH JUNE 2026

As a housing provider, we own and manage approximately 4,700 homes in Exeter.

It is important that we share how we are performing with our residents, and that residents are provided with an opportunity to provide feedback.

We have a tenant-led group of residents, called the Complaints and Performance group, who meet regularly to take a deeper look into our performance.

If you wish to comment on any of this performance information, or are interested in joining the Complaints and Performance Group, please contact resident.involvement@exeter.gov.uk or ring 01392 265033 and ask for the Resident Involvement team.

CUSTOMER FEEDBACK

73 complaints received

53 Stage 1 complaints

20 Stage 2 complaints

5.2 complaints received per 1000 homes



REPAIRS

5052 Repairs completed

357 Average monthly repairs completed per 1000 homes

94% Repairs completed within timescale

94% Satisfaction with repairs



EMPTY HOMES

The average cost per empty home was **£10k**

TENANCY SERVICES

2.76 Anti-social behaviour cases received per 1000 homes monthly average

14 Anti-social behaviour cases received monthly average



Health and Safety

99.97% 5 Year EICR certificates monthly average

99.86% Homes with a gas safety certificate monthly average

Asbestos communal re-inspections: Asbestos communal re-inspection compliance has remained 100% throughout Quarter One of 2026/27. This is up from Quarter One of the previous year which reported 99.98% compliance.

Legionella risk assessments: We have maintained a 100% compliance rate throughout Quarter One of 2026/27. This is in line with the previous year which also reported 100% compliance.

Fire risk assessments completed average per month: We have maintained a 100% compliance rate throughout Quarter One of 2026/27. This is up from the previous year, which reported 99.94% compliance.

Tenants are reminded that health and safety checks are mandatory.

INCOME COLLECTION

0.96% Tenant arrears monthly average