

HOW ARE WE DOING?

EXETER CITY COUNCIL HOUSING PERFORMANCE DATA
QUARTER 3 - 1ST OCTOBER 2025 – 30TH DECEMBER 2025

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

65 complaints received

47 Stage 1 complaints

18 Stage 2 complaints

4.6 complaints received per 1000 homes



REPAIRS

4899 Repairs completed

345 Average monthly repairs completed (per 1000 homes)

96.67% Repairs completed within timescale

92% Satisfaction with repairs



EMPTY HOMES

The average cost per empty home was **£12.5k**

TENANCY SERVICES

2.33 Average monthly anti-social behaviour cases received (per 1000 units)

11.00 Average monthly anti-social behaviour cases received



Health and Safety

99.88% 5 Year EICR certificates monthly average

99.92% Homes with a gas safety certificate monthly average

Asbestos communal re-inspections: Asbestos communal re-inspection compliance has remained 100% throughout Quarter Three of 2025/26. This is in line with Quarter Three of the previous year which also reported 100% compliance.

Legionella risk assessments: We have maintained a 100% compliance rate throughout Quarter Three of 2025/26. 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 Three of 2025/26. This is in line with the previous year, which also reported 100% compliance.

Tenants are reminded that health and safety checks are mandatory.

INCOME COLLECTION

1.94% Tenant arrears monthly average