

## Customer experience

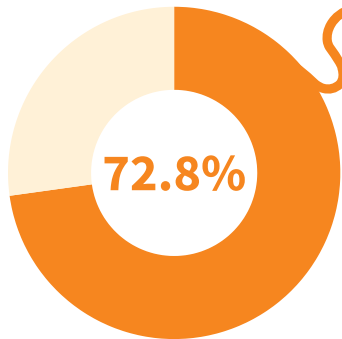
Average call wait time (minutes)

**2:55**



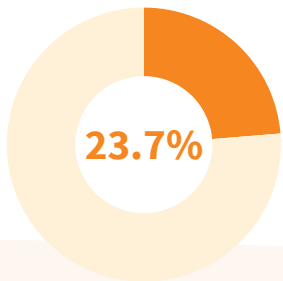
Complaints responded to in time

**72.8%**



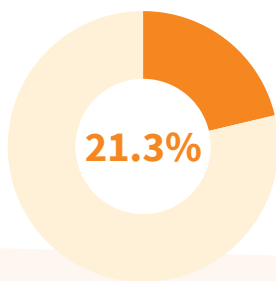
Calls waiting more than 5 minutes

**23.7%**



Calls abandoned

**21.3%**



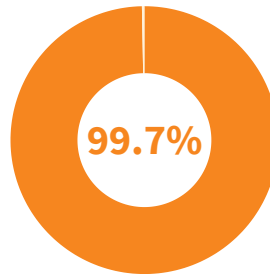
## Income and voids management

Voids - relet days (all)

**185.4**

Voids - relet days (standard)

**54.3**



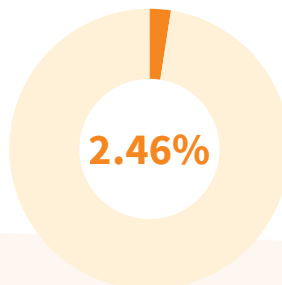
**99.7%**

Income collection



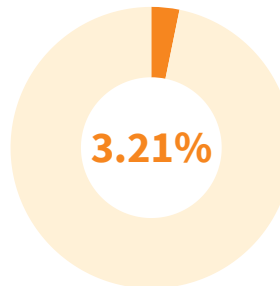
Voids - rental loss

**2.46%**



Rent arrears

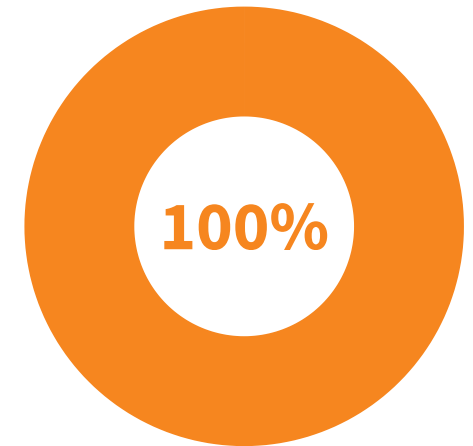
**3.21%**



## Business support

MP and Councillor enquiries responded to in time

**100%**



At Cornwall Housing, we know some areas of our service are not performing as well as we want them to. To help change this, we are listening to feedback, reviewing how we work, and putting improvement plans in place.

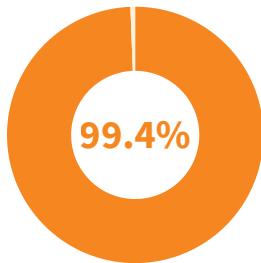
## Compliance

Compliance actions overdue **171**

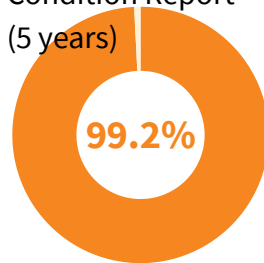
Properties with a valid Landlords' Gas Safety Record



Properties with compliant other heating sources



Properties with compliant Electrical Installation Condition Report (5 years)



Fire Risk Assessments completed in communal areas



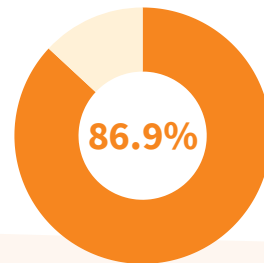
Communal areas with asbestos survey



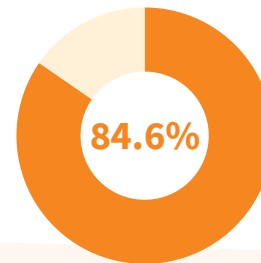
Communal areas with legionella assessment



Stock that is Decent Homes compliant



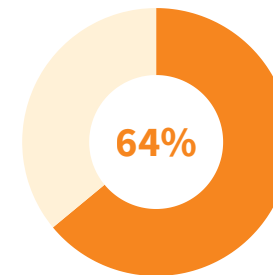
Stock Surveyed



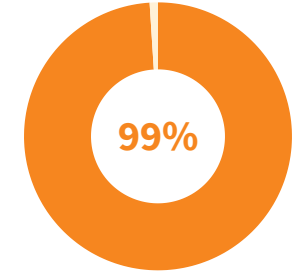
## Repairs

Repairs completed at first visit **98.8%**

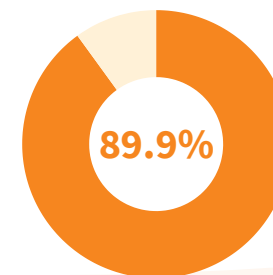
Satisfaction



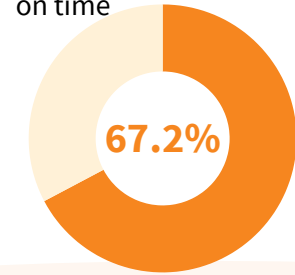
Appointments kept



Emergency repairs completed on time



Non-emergency repairs completed on time



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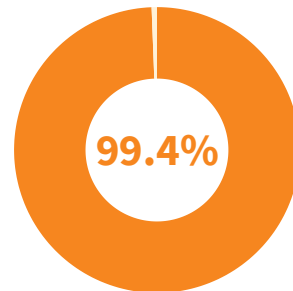
Non-HRA (including temporary accommodation and Gypsy & Traveller sites) 2025/26

## Income and void management

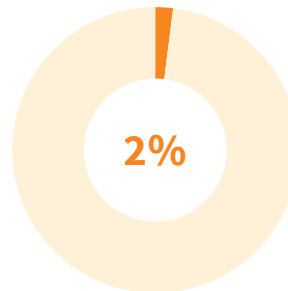
Voids - relet days (all) **25**

Voids - relet days (standard) **18**

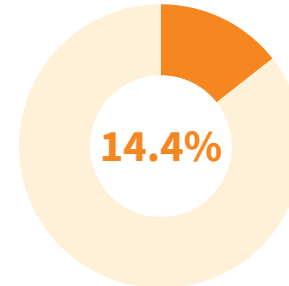
Income collection



Rent arrears



Voids - rental loss

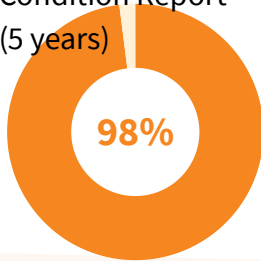


## Compliance

Properties with a valid Landlords' Gas Safety Record



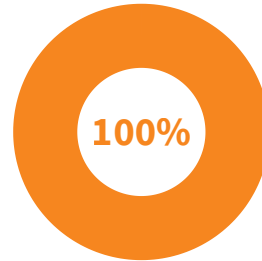
Properties with compliant Electrical Installation Condition Report (5 years)



Fire Risk Assessments completed in communal areas



Communal areas with asbestos survey



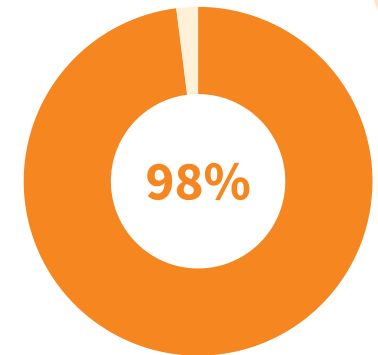
Communal areas with legionella assessment



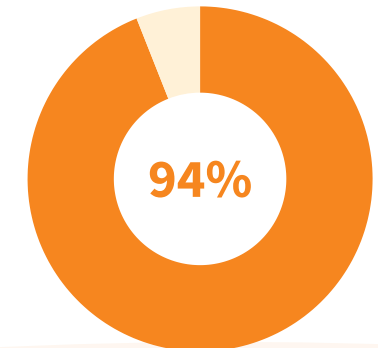
## Repairs



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