

FY 2025/26 IN NUMBERS

BHA's performance for Apr 2025 till Mar 2026

CUSTOMER SATISFACTION



68 % satisfied with the quality of their home



61 % feel their rent is good value for money



72 % feel they're kept informed of services and decisions



60 % satisfied with BHA's contribution to the management of their neighbourhood



60 % satisfied with opportunities to participate in BHA's decision-making process



75 % satisfied with Repairs service



93 % satisfied with standard of home when moving in



83 % satisfied with These Homes experience

CUSTOMER SATISFACTION

CUSTOMER EXPERIENCE & ENGAGEMENT



12,655 calls received



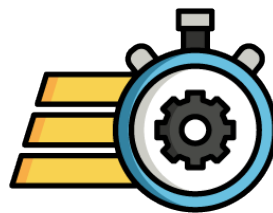
93 % customer calls answered



91 % customers calls answered within 60 secs



190 complaints received



92 % complaints responded to within timescale



52 compliments received



4 customers participated in Customer Voice



370 Customer Connect visits



23,266 Alertacall 'OK Each Day'

CUSTOMER EXPERIENCE & ENGAGEMENT

NEIGHBOURHOOD SERVICES



113 average applications



153 number of homes allocated



18 days to re-let homes



43.6 % allocation to homelessness



4.5 % gross rent arrears



0.4 % void loss as a % of rent due

REPAIRS & MAINTENANCE



7,480
Repairs completed



2.7 hours
to complete
Emergency repairs



5.8 days
to complete
Non-emergency
repairs



97.9 %
repairs
'Right First Time'



468
Pre inspections



520
Post inspections



113
Damp & Mould
inspections



299
Damp & Mould works
instructed

SOCIAL INNOVATION

95.7 % tenancies sustained for the first year



103 Befriendees

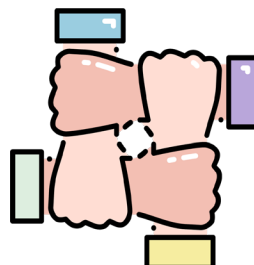


£820,000
total income maximised for customers

127 Fuel Bank vouchers disbursed



28 customers supported through fuel poverty payments



£6,080
Fuel poverty payments disbursed