

Housing Performance

Quarterly Resident Housing Forum: August 2026



London Borough of
Ealing

What do these measures mean?

- **Gas Safety Check:** An inspection of all gas appliances, fittings and Flues in a property carried out by a registered engineer to ensure they are safe to use and comply with legal requirements.
- **Electrical Installation Condition Report (EICR):** An inspection report assessing the current condition and safety of existing electrical installations, usually carried out periodically.
- **Emergency Repairs:** A repair needed to remove an immediate risk to resident's health, safety or security. For example, a major water leak, total loss of power or an insecure external door. The target for these repairs is within four hours.
- **Urgent Repair:** A repair that is causing significant inconvenience but does not pose an immediate danger. These repairs need to be completed within seven days.
- **Routine Repair:** A non-urgent repair that can be scheduled as part of normal maintenance. The target for these repairs is within 20 working days.
- **Complaint:** An expression of dissatisfaction made by a tenant or service user regarding a service, repair, or housing related issue, which requires investigation and a response.
- **Stage One Complaint:** The first formal investigation of a complaint.
- **Stage Two Complaint:** A review of a complaint when a resident remains dissatisfied with the stage one response.
- **TSMs (Tenant Satisfaction Measure):** National measures used by all social landlords to understand residents' satisfaction with housing services.

Health & Safety Compliance



99.9% primary gas compliance checks completed

TARGET 100%

Domestic Gas Compliance Checks: Safety inspections carried out to make sure gas fitting and appliances in council homes are safe and meet legal requirements.



99.7% primary electricity compliance checks completed

TARGET 100%

Domestic Electricity (EICR) Compliance checks: Regular safety checks of a home's electrical installations to ensure they are safe and meet legal standards.



100% fire safety primary compliance

TARGET 100%

Fire Safety Compliance checks: Regular checks to ensure fire safety measures in council homes and buildings are in place, working properly and meeting legal requirements.

Repairs



100% **emergency** repairs completed on time

TARGET 100%

93% **urgent** repairs completed on time

TARGET 95%

98% **routine** repairs completed on time

TARGET 92%

62.5% satisfaction with repairs between April 2025 and March 2026 (TP02).

63.6% satisfaction with time taken to complete most recent repair between April 2025 and March 2026 (TP03).



What are we doing to improve?

- Introducing a new Repairs Diagnostic Centre in August 2026 to improve diagnosis and increase first time fixes, improving the customer journey.
- Stronger contractor management to ensure an effective and efficient repairs service whilst demonstrating value for money
- Strong internal performance reporting framework to maintain accountability against improvement actions.

Complaints



79% **stage one** complaints completed in time

TARGET 90%

82% **stage two** complaints completed in time

TARGET 90%

25.6% satisfaction with landlord's approach to handling complaints between April 2025 and March 2026 (TP09)

What are we doing to improve?

- Reviewing the causes of delays in responding to Stage One complaints.
- Improving complaint monitoring and reporting to identify issues earlier.
- Providing additional management oversight where complaint timescales are at risk of being missed.