



# Housing Area Committee Updates Q1

June 2025

Property Maintenance

**gentoo**

Great homes  
Strong communities  
Inspired people  
for Sunderland

# Maintaining and improving our homes FY 2526 to date



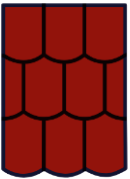
**25,281**  
Servicing,  
maintenance and  
repair visits



**79.07%**  
Percentage of  
Homes meeting  
EPC-C



**2316**  
Damp and mould  
remedial works



**88**  
Roof replacements in  
progress



**0**  
New kitchens or  
bathrooms until July



**168**  
Replacement  
Heating Systems



**0**  
Double glazed  
windows installed



**182**  
Empty homes  
restored

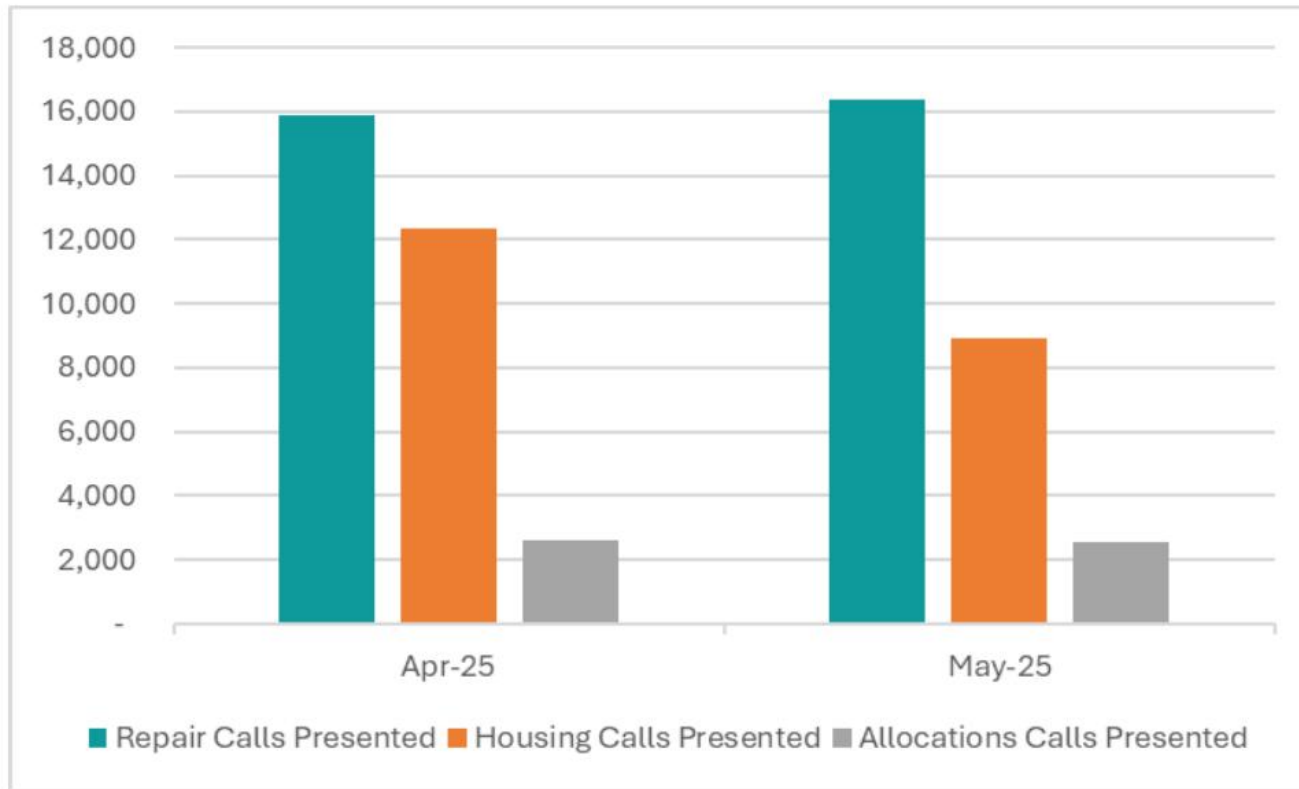


**94.28%**  
Repairs Completed  
Right First Time

# General Repairs Update – end May 2025

- Average days for a routine repair appointment - 24
- Emergency repairs completed on time – 99%
- Non-emergency repairs completed on time – 67%
- Repairs completed right first time – 94.28%
- 8 severe cases of damp and mould
- Satisfaction with the Repairs Service – 86.80%

# Contact Centre 25/26 Q1 position summary (to date)



58,655 calls presented

Average Speed to Answer  
2.43 minutes

32,250 Repair Calls Presented

26,405 Housing Calls Presented



**Thank you**