



BELLE ISLE TMO

Our performance – June 2026

Every three months we collect your satisfaction with our service from a random sample of tenants. Our latest results are:

	2024/25	2025/26	April to June 2026
Satisfaction with our overall service	75%	76%	84%

1. Customer care

Your satisfaction with our service:

	2024/25	2025/26	April to June 2026
Your satisfaction that we listen to your views and act upon them:	65%	68%	82%
Your satisfaction that you are kept informed about things that matter to you:	78%	79%	85%
Your satisfaction that we treat you fairly with respect:	79%	84%	91%
Your satisfaction with your approach to complaint handling:	41%	35%	53%

In addition to your satisfaction with our services, our customer care performance is:

	2024/25	2025/26	April to June 2026
Stage 1 complaints received	37 (20.3 per 1,000 homes)	66 (36.7 per 1,000 homes)	Reported annually
Stage 2 complaints received	8 (4.4 per 1,000 homes)	10 (5.5 per 1,000 homes)	Reported annually
Stage 1 complaints responded within timescales	97.3%	100.0%	Reported annually
Stage 2 complaints responded within timescales	100.0%	100.0%	Reported annually

2. Repairs

Your satisfaction with our repairs service:

	2024/25	2025/26	April to June 2026
Your satisfaction with the repairs in the last 12 months	82%	78%	83%
Your satisfaction with the time taken to complete your most recent repair	82%	79%	85%
Your satisfaction that we provide a home that is well maintained:	73%	76%	86%
Did you find it easy to report the repair	90%	93%	100%
Did we turn up when we said we would	88%	88%	95%
Satisfaction with the quality of the repair	75%	82%	86%
Satisfaction with the workers	79%	84%	95%

In addition to your satisfaction with our services, our own repairs performance is:

	2024/25	2025/26	April to June 2026
Non-emergency repairs completed within timescales * straight monthly average	81.0%*	87.0%	84.0%*
Emergency repairs completed within timescales * straight monthly average	77.7%*	98.8%	100%

3. Your home

Your satisfaction with our service:

	2024/25	2025/26	April to June 2026
Your satisfaction that we provide a home that is safe:	79%	81%	82%

In addition to your satisfaction with our services, our own performance is:

	2024/25	2025/26	April to June 2026
Homes not meeting the Decent Homes Standard	3.7%	7.1%	0.7%
The proportion of homes with all required gas safety checks completed	98.4%	99.2%	97.3%
The proportion of homes with all required electrical testing completed	66.2%	91.6%	91.7%
The proportion of fire risk assessments completed	100%	100%	100%
The proportion of homes with all asbestos surveys completed	83.0%	98.0%	98.7%
The proportion of homes with all required water checks	100%	100%	100%
The proportion of lift passenger safety checks completed	N/A	N/A	N/A

4. Your tenancy

Our performance is:

	2024/25	2025/26	April 2026 to June 2026
Number of homes let	92 (23 to existing Leeds CC tenants, 69 to new tenants)	66 (13 to existing Leeds CC tenants, 53 to new tenants)	Annual reporting
Number of empty homes	9	19	
Average days taken to let a home	35.5 days	43.5 days	
Number of mutual exchanges completed	20	26	11
Number of homes recovered due to housing fraud	2	0	Annual reporting

5. Your rent

Our performance is:

	2024/25	2025/26	April 2026 to June 2026
The amount of rent collected	£8,578,230 or 97.83%	£8,449,036 or 97.50%	97.58%
The amount of overall rent arrears	£140,564 or 1.62%	£172,248 or 1.99%	£171,888 1.9%
Amount of rent collected owed by former tenants	£44,507	£37,225	Reported annually
The number of households supported to claim additional income/benefits	167 £451k	37 £142k	15 £54k

6. Anti-social behaviour

Your satisfaction with our service:

	2024/25	2025/26	1.4.26 to 30.6.26
Your satisfaction that our approach to handling antisocial behaviour:	51%	57%	79%

In addition to your satisfaction with our services, our performance is:

	2024/25	2025/26	April 2026 to June 2026
Anti-social behaviour cases reported to us (per 1,000 homes)	36.1	33.9	8.3
Anti-social behaviour cases reported to us that involve hate incidents (per 1,000 homes)	3.8	7.8	Annual reporting
Number of open anti-social behaviour cases, yet to be resolved.	To follow	To follow	To follow

7. Your community

Your satisfaction with our service:

	2024/25	2025/26	April 2026 to June 2026
Your satisfaction that communal areas are kept clean and well maintained:	69%	73%	90%
Your satisfaction that we make a positive contribution to your neighbourhood:	71%	78%	89%

In addition to your satisfaction with our services, we have recently introduced a system of bi-monthly 'Local Pride' inspections of each patch on the estate.

8. Your health and wellbeing

Our performance is:

	2024/25	2025/26	April to June 2026
Number of major adaptations in council homes	20	19	Annual reporting
Number of safeguarding concerns reported	15	13	Annual reporting

Further detail about our performance is available here:

<https://www.belleisletmo.co.uk/your-tmo/about-us/our-performance/>

Further detail about Leeds City Council performance is available here:

<https://www.leeds.gov.uk/housing/council-housing-information-for-tenants/our-performance>