

MDH Performance Dashboard 2025-2026



At Mid Devon Housing, we believe that being open and honest about how we're doing is the best way to build trust with our tenants. This report shares how we've performed over 2025-2026 in key areas like repairs, complaints, tenant engagement, and neighbourhood services.

Why we share this

- Transparency - You deserve to know how your landlord is performing
- Accountability - If something isn't working, we want to fix it
- Your voice matters - your feedback helps shape our services

What you'll find in this report

- How we are improving neighbourhoods
- How we are listening and acting on complaints
- How satisfied tenants are with our services
- How quickly we respond to repairs
- How we keep your home safe

Get involved, help us improve

We want to make sure our services reflect what matters most to you. That's why we are inviting tenants to get involved in shaping how we work. If you are interested in joining a focus group to share your views and help us review performance, contact the Tenant Involvement team on:

- 01884 255255
- tenantinvolvement@middevon.gov.uk
- Message us on Facebook @middevonhousing

Neighbourhood Teams

Performance Indicator	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
Number of new anti-social behaviour cases	6	7	7	0	20
% of communal inspections completed	100%	100%	100%	100%	100%
Community Protection Notice warnings issued	8	3	2	0	13
Community Protection Notices issued	1	1	1	1	4
Current dwelling rent arrears at end of quarter	1.78%	1.79%	1.98%	1.91%	1.91%
Fraud cases opened	0	0	1	1	2
Evictions on grounds of rent arrears	1	1	0	0	2

Tenant Engagement

Performance Indicator	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
Number of Facebook followers	889	913	943	984	984
Tenants signed up to My Mid Devon	43	24	11	19	97
Number of visits to Let's Talk Mid Devon	544	649	678	1489	3360
Number of events with stakeholders	37	18	41	16	112

Percentage of tenants satisfied with the helpfulness of the Complaints Officer who dealt with their complaint	0%	100%	0%	No data	33.3%
Percentage of new tenants satisfied with the sign up and moving in process from beginning to end	95.7%	81.3%	89.3%	93.75%	92%
Percentage of tenants satisfied with the overall Planned Maintenance service received	99.1%	100%	100%	82.2%	94.5%
Percentage of tenants satisfied with their recent repair	81.25%	79.47%	80%	82.54%	80.78%

Complaints

Performance Indicator	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
Number of Stage 1 complaints received	48	56	46	76	228
Percentage of Stage 1 complaints responded to on time	100%	100%	100%	96.1%	98.7%
Percentage of Stage 1 complaints upheld	37.5%	51.8%	52.2%	44.7%	46.9%
Number of Stage 2 complaints received	14	12	10	14	50
Percentage of Stage 2 complaints responded to on time	100%	100%	100%	100%	100%
Percentage of Stage 2 complaints upheld	28.6%	50%	33.3%	54.5%	44.7%

Maintaining Building Safety

Performance Indicator	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
Homes that meet the Decent Home Standard	99.4%	99.4%	99.5%	99.7%	99.7%
Emergency repairs completed on time	94.2%	99.3%	99.3%	98.7%	98.1%
Urgent repairs completed on time	97.1%	96.1%	96.7%	94.3%	96.6%
Routine repairs completed on time	93.1%	97.6%	98.5%	94.6%	95.9%
Repairs completed first visit	97.1%	98.7%	98.8%	97.6%	98%
Gas safety checks completed	99.96%	99.96%	100%	100%	100%
Fire safety checks	100%	100%	100%	100%	100%
Water safety checks (Legionella)	100%	100%	100%	100%	100%
Asbestos safety checks	89.08%	91.34%	93.69%	96.78%	96.78%
Lift safety checks	100%	100%	100%	100%	100%

Voids

Performance Indicator	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
Occupancy rate (whole stock)	97.46%	96.10%	96.40%	95.69%	96.6%
Standard voids including temporary accommodation (target 35 working days)	51.12	33.05	22.85	30.93	34.04
Major voids (target 55 working days)	99.85	54.92	59.10	122.81	86.28
Decent homes voids (target 90 working days)	142.67	137.27	168.33	185.00	157.07
Development voids (target 1 calendar year)	N/A	N/A	N/A	N/A	N/A