

## Housing Services Performance Summary

December 2025

Resident satisfaction	End Year Target 2025/26	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	RAG	DOT
Percentage of tenants satisfied with the quality of their repair	85%	81.2%	82.0%	82.4%	83.0%	83.4%	84.0%	84.9%	85.6%	85.8%	Green	↑
Percentage of tenants reporting the contractor was polite and helpful	96%	96.2%	96.2%	96.2%	96.3%	96.3%	96.3%	96.5%	96.5%	96.5%	Green	↓
Percentage of tenants reporting the contractor left the property clean & tidy	96%	93.8%	93.5%	93.5%	93.6%	93.8%	93.9%	94.0%	94.2%	94.1%	Amber	↓
Percentage of leaseholders satisfied with the service provided by Home Ownership Services	65%	71.5%	66.2%	67.6%	69.2%	76.2%	74.9%	74.7%	66.7%	67.5%	Green	↑

Estate services & Tenancy Enforcement	End Year Target 2025/26	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	RAG	DOT
Internal estate cleaning (% passing inspection)	85%	97.6%	96.0%	96.2%	96.2%	96.1%	95.7%	95.4%	95.1%	95.2%	Green	↑
External estate cleaning (% passing inspection)	80%	93.0%	88.5%	87.5%	87.8%	87.4%	86.4%	85.7%	85.2%	85.8%	Green	↑
Grounds maintenance (% passing inspection)	80%	93.1%	90.0%	87.3%	87.9%	85.9%	84.5%	83.0%	82.5%	82.3%	Green	↓
Percentage of ASB cases responded to within target time	95%	98.9%	99.3%	98.9%	99.2%	99.1%	99.2%	98.9%	99.0%	99.1%	Green	↑
Number ASB cases per 1000 homes	-	3.4	5.0	6.4	9.1	11.8	14.0	16.1	18.2	19.7	-	-
Number of hate incidents per 1000 homes	-	0.04	0.04	0.04	0.04	0.04	0.04	0.07	0.07	0.07	-	-

Repairs & Disrepair	End Year Target 2025/26	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	RAG	DOT
Proportion of Emergency repairs completed within target timescale	86%	91.4%	90.1%	88.8%	89.0%	89.6%	90.8%	89.6%	91.2%	91.3%	Green	↑
Proportion of Non-emergency repairs completed within target timescale	80%	95.5%	94.7%	93.4%	93.8%	93.4%	92.7%	90.2%	92.8%	91.8%	Green	↓
Percentage of appointments kept (In month)	90%	96.4%	95.4%	94.4%	94.2%	94.2%	94.2%	94.4%	95.8%	94.0%	Green	↓
Average time to complete a responsive repair	15	12.7	12.1	12.1	12.0	12.0	11.9	10.3	11.1	10.7	Green	↑
Average time to remove and treat mould	10	15.9	13.5	12.7	11.5	10.6	10.4	10.0	9.7	9.9	Green	↓
Number of disrepair cases closed per month	110	No data	No data	55	58	52	85	71	73	46	Red	↓
Percentage of responsive repairs post inspected	-	10.8%	10.6%	10.3%	9.7%	9.7%	9.8%	9.6%	9.9%	9.8%	-	↓

Home ownership services income collection	End Year Target 2025/26	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	RAG	DOT
Percentage of day to day income collected	105%	116.6%	109.0%	116.1%	118.4%	116.8%	115.7%	116.5%	112.6%	110.1%	Green	↓
Amount of major works income collected (Section 20)	£1,569,904	£250,599	£357,425	£490,629	£684,690	£1,007,654	£1,382,160	£1,520,548	£1,733,865	£1,914,070	Green	↓

Arrears income collection	End Year Target 2025/26	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	RAG	DOT
Rent collection rate in-year	99%	99.7%	97.6%	97.1%	98.6%	98.0%	98.1%	98.7%	97.5%	98.3%	Amber	↑
TA Rent collection rate	96%	93.8%	96.6%	97.4%	97.7%	98.2%	98.1%	98.3%	98.4%	98.3%	Green	↓

Empty properties	End Year Target 2025/26	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	RAG	DOT
Average (working) days to relet short cycle voids	30	32.5	34.1	33.3	31.8	31.7	32.0	31.4	30.8	31.3	Amber	↓
Net lettings	-	-32.0	-41.0	-29.0	-63.0	-16.0	-3.0	-12.0	-3.0	14.0	-	-

Complaints & Member's Enquiries	End Year Target 2025/26	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	RAG	DOT
Proportion of Housing Services Members' Enquiries answered within 20 working days	90%	98.3%	90.6%	91.7%	90.5%	89.6%	89.3%	89.6%	89.0%	88.9%	Amber	↓
Proportion of stage 1 complaints responded to within 10 working days	90%	63.1%	38.3%	38.1%	37.4%	34.6%	34.3%	35.3%	32.6%	31.7%	Red	↓
Proportion of stage 2 complaints responded to within 20 working days	90%	100.0%	56.7%	65.3%	71.6%	73.9%	74.0%	75.0%	71.1%	69.4%	Red	↓
Percentage of overdue Housing Services local resolution complaints	-	22.0%	27.0%	23.0%	24.0%	42.0%	37.0%	37.0%	42.0%	56.0%	-	-
Percentage of overdue Housing Services Members' Enquiries	-	12.0%	15.0%	14.0%	21.0%	30.0%	20.0%	15.0%	20.0%	31.0%	-	-
Number of stage 1 complaints per 1000 homes	-	8.8	16.9	27.7	38.8	50.7	64.2	79.7	97.7	113.5	-	-
Number of stage 2 complaints per 1000 homes	-	3.4	6.3	9.8	12.6	15.5	19.3	23.8	27.3	31.7	-	-

Managing demand for TA and preventing homelessness	End Year Target 2025/26	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	RAG	DOT
Number of households leaving temporary accommodation	1050	102	201	311	406	476	570	652	749	819	Green	↓
Number of households in temporary accommodation	4750	4710	4682	4636	4627	4573	4566	4530	4505	4471	Green	↑
Proportion of successful outcomes - Prevention	75%	85.0%	80.0%	86.0%	77.0%	85.0%	84.0%	75.0%	83.0%	90.0%	Green	↑
Proportion of successful outcomes - Relief	20%	25.0%	29.0%	40.0%	30.0%	32.0%	35.0%	35.0%	28.0%	31.0%	Green	↑

Health and Safety	End Year Target 2025/26	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	RAG	DOT
Proportion of homes for which all required gas safety checks have been carried out	100%	99.9%	99.6%	99.7%	99.8%	99.7%	99.7%	99.6%	99.7%	99.6%	Amber	↓
Proportion of homes for which all required fire risk assessments have been carried out	100%	100.0%	99.9%	99.7%	99.6%	97.6%	99.7%	99.9%	98.0%	93.6%	Red	↓
Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	100%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.8%	98.8%	98.8%	Amber	↔
Proportion of homes for which all required legionella risk assessments have been carried out	100%	96.6%	96.6%	96.9%	96.9%	97.0%	97.0%	97.0%	97.0%	97.0%	Amber	↓
High risk L8 Structure Compliance	100%	97.0%	100.0%	79.1%	82.1%	98.5%	98.5%	47.8%	97.0%	68.7%	Red	↓
Proportion of homes for which all required communal passenger lift safety checks have been carried out	100%	99.8%	99.8%	99.8%	99.4%	99.4%	97.9%	99.0%	98.2%	98.5%	Amber	↑

Capital Works (Quarterly)	End Year Target 2025/26	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	RAG	DOT
Proportion of homes that do not meet the Decent Homes Standard	11%	-	-	11.5%	-	-	11.5%	-	-	11.5%	Red	↓
Proportion of homes with an Energy Performance Certificate rated C and above	65%	-	-	61.3%	-	-	61.3%	-	-	61.3%	Amber	↓