

Housing and Community Safety Performance Report

October 2025

| Measure | August - 2025 | September - 2025 | October - 2025 | RAG and Trend | What does each measure mean? |
|---|---------------|------------------|----------------|---------------|---|
| Responsive Repairs Volumes | 4125 | 5727 | 5713 | ↔ | Tracks the total number of non-emergency responsive repairs conducted by the Repairs and Maintenance Service. |
| Emergency Repairs Volumes (incl. OOH) | 795 | 1072 | 1209 | ↑ | Tracks the number of emergency repairs carried out each month including out of hours emergency repairs. |
| Number of properties reporting Damp and Mould Issues | 204 | 324 | 353 | ↑ | Tracks the number of properties reporting damp and mould issues each month. |
| Number of Disrepair Letters of Claim Received | 10 | 15 | 18 | ↑ | Measures the volume of disrepair letters of claim received each month. |
| % of Emergency Responsive repairs completed within 24 Hours | 87.8 % | 88.0 % | 93.9 % | ↑ | Measures the efficiency of completing emergency repairs (including out of hours repairs) within the target timeframe of 24 hours. |
| % of Routine Responsive repairs completed within 28 Calendar Days | 93.5 % | 92.8 % | 93.3 % | ↔ | Tracks the percentage of routine (non-emergency) responsive repairs completed within 28 days, a key indicator of timely service for less urgent repairs. |
| ASB volumes (Council - per 1000 tenant population) | 7.58 | 5.67 | 5.85 | ↔ | Tracks the number of anti-social behaviour (ASB) reports per 1,000 tenants, indicating the level of community disturbances and safety concerns across the local authority's housing population. |
| Number of Stage One Complaints Received | 71 | 90 | 92 | ↔ | Measures tenant complaints at Stage One of the formal complaints process. |
| Number of Stage Two Complaints Received | 14 | 16 | 15 | ↔ | Measures Stage Two escalated complaints that were not resolved satisfactorily for the complainant at Stage One. |
| Rent Arrears as a Percentage of Debit | 3.73% | 3.90% | 4.45% | ↑ | Tracks the percentage of rent arrears in relation to the total rent due, providing insight into the financial stability of tenants and the effectiveness of rent collection processes. |
| % of Cases Homelessness Successfully Prevented/ Relieved | 77% | 75% | 76% | ↔ | Percentage of cases where homelessness is successfully prevented or relieved. |
| Housing Voids E2E Time (Standard Voids Only) | 57 | 53 | 38 | ↓ | Measures the average number of days taken to re-let standard void properties. |
| Void Loss as a % of Cumulative Rent Debit | 1.39 % | 1.39 % | 1.39 % | ↔ | The proportion of rent that was not collected because properties were vacant, compared to the total rent that could have been due for that period. |