

Housing and Community Safety Performance Report

November 2025



City of
Stoke-on-Trent

Measure	September - 2025	October - 2025	November - 2025	What does each measure mean?
Responsive Repairs Volumes	5727	5713	5213	Tracks the total number of non-emergency responsive repairs conducted by the Repairs and Maintenance Service.
Emergency Repairs Volumes (incl. OOH)	1072	1209	1552	Tracks the number of emergency repairs carried out each month including out of hours emergency repairs.
Number of properties reporting Damp and Mould Issues	324	353	500	Tracks the number of properties reporting damp and mould issues each month.
Number of Disrepair Letters of Claim Received	15	18	20	Measures the volume of disrepair letters of claim received each month.
% of Emergency Responsive repairs completed within 24 Hours	88.0 %	93.9 %	96.3 %	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	92.8 %	93.3 %	89.1 %	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)	5.67	5.85	4.34	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	90	89	110	Measures tenant complaints at Stage One of the formal complaints process.
Number of Stage Two Complaints Received	16	15	11	Measures Stage Two escalated complaints that were not resolved satisfactorily for the complainant at Stage One.
Rent Arrears as a Percentage of Debit	3.90%	4.45%	4.67%	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	75%	76%	71%	Percentage of cases where homelessness is successfully prevented or relieved.
Housing Voids E2E Time (Standard Voids Only)	53	38	37	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 %	1.40 %	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.