

Housing and Community Safety Performance Report

January 2026



City of
Stoke-on-Trent

Measure	November - 2025	December - 2025	January - 2026	What does each measure mean?
Responsive Repairs Volumes	5213	4270	4910	Tracks the total number of non-emergency responsive repairs conducted by the Repairs and Maintenance Service.
Emergency Repairs Volumes (incl. OOH)	1552	2339	2959	Tracks the number of emergency repairs carried out each month including out of hours emergency repairs.
Number of properties reporting Damp and Mould Issues	500	184	603	Tracks the number of properties reporting damp and mould issues each month.
Number of Disrepair Letters of Claim Received	20	19	12	Measures the volume of disrepair letters of claim received each month.
% of Emergency Responsive repairs completed within 24 Hours	96.3 %	91.7 %	89.7 %	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	89.1 %	88.9 %	98.6 %	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)	4.34	3.01	5.04	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	110	103	142	Measures tenant complaints at Stage One of the formal complaints process.
Number of Stage Two Complaints Received	11	18	16	Measures Stage Two escalated complaints that were not resolved satisfactorily for the complainant at Stage One.
Rent Arrears as a Percentage of Debit	4.67 %	2.99 %	3.40 %	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	71%	72%	75%	Percentage of cases where homelessness is successfully prevented or relieved.
Housing Voids E2E Time (Standard Voids Only)	37	39	54	Measures the average number of days taken to re-let standard void properties.
Void Loss as a % of Cumulative Rent Debit	1.40 %	1.41 %	1.42%	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.