

Housing and Community Safety Performance Report

March 2026



City of
Stoke-on-Trent

Measure	January - 2026	February - 2026	March - 2026	What does each measure mean?
Responsive Repairs Volumes	4910	4579	4465	Tracks the total number of non-emergency responsive repairs conducted by the Repairs and Maintenance Service.
Emergency Repairs Volumes (incl. OOH)	2959	2286	2180	Tracks the number of emergency repairs carried out each month including out of hours emergency repairs.
Number of properties reporting Damp and Mould Issues	603	642	666	Tracks the number of properties reporting damp and mould issues each month.
Number of Disrepair Letters of Claim Received	12	22	25	Measures the volume of disrepair letters of claim received each month.
% of Emergency Responsive repairs completed within 24 Hours	89.7 %	83.5 %	93.7 %	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	98.6 %	98.6 %	99.8 %	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)	5.04	4.11	4.50	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	142	116	101	Measures tenant complaints at Stage One of the formal complaints process.
Number of Stage Two Complaints Received	16	36	29	Measures Stage Two escalated complaints that were not resolved satisfactorily for the complainant at Stage One.
Rent Arrears as a Percentage of Debit	3.40 %	3.46 %	2.98 %	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%	73 %	72 %	Percentage of cases where homelessness is successfully prevented or relieved.
Housing Voids E2E Time (Standard Voids Only)	54	45	41	Measures the average number of days taken to re-let standard void properties.
Void Loss as a % of Cumulative Rent Debit	1.42%	1.43 %	1.44 %	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.

Stock Quality and Health & Safety Compliance Dashboard

RMS - Property Compliance Dashboard				Reporting Frequency:		Monthly	
Performance as at: 27/03/2026	Compliance		Non-compliance		Performance Indicator	Commentary	
	Properties (or sites) on programme	Number on programme and in date	Percentage on programme and in date	Number on programme and not in date			Percentage on programme and not in date
Stock Condition - Assets that have had a stock condition survey <5 years old	17030	15189	89.19%	1841	10.81%	NON-COMPLIANT	On target to hit 100% in July 2026
Gas - Domestic Gas	16,247	16,247	100.00%	0	0.00%	COMPLIANT	N/A
Gas - Carbon monoxide alarms / detectors	16298	16298	100.00%	0	0.00%	COMPLIANT	N/A
Fire Safety - Smoke alarms / detectors	17,019	17,019	100.00%	0	0.00%	COMPLIANT	N/A
Electric (5-year programme) - EICR programme	17045	16743	98.23%	302	1.77%	NON-COMPLIANT	A no access team is in place, working with Housing Management to issue letters and arrange access, failure to do so the case will be referred to the legal team.
HRA Communal RC04							
Gas - LGSR programme	262	262	100.00%	0	0.00%	COMPLIANT	N/A
Electric - EICR programme	135	135	100.00%	0	0.00%	COMPLIANT	N/A
Lifts / Lifting Equipment - LOLER inspections for numbers/types of equipment (Courts Only)	969	969	100.00%	0	0.00%	COMPLIANT	N/A
Fire Safety - Fire Risk Assessments	1377	1377	100.00%	0	0.00%	COMPLIANT	N/A
Asbestos Management - Reinspection programme	727	727	100.00%	0	0.00%	COMPLIANT	N/A
Water Hygiene - Legionella Risk Assessments	1159	1117	96.38%	42	3.62%	NON-COMPLIANT	Assessment required is booked onto the programme.