

Housing Services Performance Report

April 2026

Measure	February - 2026	March - 2026	April - 2026	What does each measure mean?
Non-Emergency Repair Volumes	4579	4465	3960	Tracks the total number of non-emergency responsive repairs conducted by the Repairs and Maintenance Service.
Emergency Repair Volumes (incl. OOH)	2286	2180	1845	Tracks the number of emergency repairs carried out each month including out of hours emergency repairs.
Number of properties reporting Damp and Mould Issues	642	666	475	Tracks the number of properties reporting damp and mould issues each month.
Number of Disrepair Letters of Claim Received	22	25	14	Measures the volume of disrepair letters of claim received each month.
% of Emergency Responsive repairs completed within 24 Hours	83.5 %	93.7 %	90.3 %	Measures the efficiency of completing emergency repairs (including out of hours repairs) within the target timeframe of 24 hours.
% of Non-Emergency Responsive repairs completed within 28 Calendar Days	98.6 %	99.8 %	89.5 %	Tracks the percentage of all non-emergency responsive repairs completed within relevant timescales, a key indicator of timely service for less urgent repairs.
ASB volumes (tenancy related only - per 1000 tenant population)	4.11	4.50	5.46	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	116	101	111	Measures tenant complaints at Stage One of the formal complaints process.
Number of Stage Two Complaints Received	36	29	21	Measures Stage Two escalated complaints that were not resolved satisfactorily for the complainant at Stage One.
Rent Arrears as a Percentage of Debit	3.46 %	2.98 %	2.94 %	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	73 %	72 %	70 %	Percentage of cases where homelessness is successfully prevented or relieved.
Housing Voids E2E Time (Standard Voids Only)	45	41	40	Measures the average number of days taken to re-let standard void properties.
Void Loss as a % of Cumulative Rent Debit	1.43 %	1.44 %	1.54 %	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.

Repairs and Maintenance Service: Property Compliance Dashboard						Reporting Frequency: Monthly	
Performance as at:		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		
30/04/2026							
Stock Condition - Assets that have had a stock condition survey <5 years old	17009	15891	93.43%	1118	6.57%	NON-COMPLIANT	On target to hit 100% in July 2026
Gas - Domestic Gas	16,228	16,228	100.00%	0	0.00%	COMPLIANT	N/A
Gas - Carbon monoxide alarms / detectors	16279	16279	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	17030	16691	98.01%	339	1.99%	NON-COMPLIANT	A no-access team is in place, working with Housing Management to issue letters and arrange access, if unsuccessful 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	885	91.33%	84	8.67%	NON-COMPLIANT	2 lifts out of service, appropriate action being taken to rectify.
Fire Safety - Fire Risk Assessments	1391	1391	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	1159	100.00%	0	0.00%	COMPLIANT	N/A