

Housing Services Performance Report

May 2026

Measure	March - 2026	April - 2026	May – 2026	What does each measure mean?
Non-Emergency Repair Volumes	4465	3960	3515	Tracks the total number of non-emergency responsive repairs conducted by the Repairs and Maintenance Service.
Emergency Repair Volumes (incl. OOH)	2180	1845	1534	Tracks the number of emergency repairs carried out each month including out of hours emergency repairs.
Number of properties reporting Damp and Mould Issues	666	475	266	Tracks the number of properties reporting damp and mould issues each month.
Number of Disrepair Letters of Claim Received	25	14	6	Measures the volume of disrepair letters of claim received each month.
% of Emergency Responsive repairs completed within 24 Hours	93.7 %	90.3 %	93.9 %	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	99.8 %	89.5 %	92.5 %	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)	4.50	5.46	4.99	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	101	111	93	Measures tenant complaints at Stage One of the formal complaints process.
Number of Stage Two Complaints Received	29	21	28	Measures Stage Two escalated complaints that were not resolved satisfactorily for the complainant at Stage One.
Rent Arrears as a Percentage of Debit	2.98 %	2.94 %	3.43 %	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	72 %	70 %	75 %	Percentage of cases where homelessness is successfully prevented or relieved.
Housing Voids E2E Time (Standard Voids Only)	41	40	41	Measures the average number of days taken to re-let standard void properties.
Void Loss as a % of Cumulative Rent Debit	1.44 %	1.54 %	1.50 %	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: May 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	17009	16115	94.74%	894	5.26%	NON-COMPLIANT	Plan in place and ongoing to reach 100%
Gas - Domestic Gas	16,207	16,207	100.00%	0	0.00%	COMPLIANT	N/A
Gas - Carbon monoxide alarms / detectors	16278	16278	100.00%	0	0.00%	COMPLIANT	N/A
Fire Safety - Smoke alarms / detectors	17,012	17,012	100.00%	0	0.00%	COMPLIANT	N/A
Electric (5-year programme) - EICR programme	17012	16691	97.94%	351	2.06%	NON-COMPLIANT	170 of the non-compliant have had inspections completed but are waiting on certification. For the remaining properties, access information is being reviewed and cases progressed, as necessary.
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	653	67.39%	316	32.61%	NON-COMPLIANT	5 lifts affecting 316 dwellings have not had a valid Zurich LOLER inspection completed in the relevant period. Zurich are being chased to bring this back into line. N.B Lifts that are out of order or being worked on at the time of the (unannounced) inspection visits cannot be checked; and require a return visit.
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