

Housing Services Performance Report

June 2026

Measure	April - 2026	May – 2026	June – 2026	What does each measure mean?
Non-Emergency Repair Volumes	3960	3515	3570	Tracks the total number of non-emergency responsive repairs conducted by the Repairs and Maintenance Service.
Emergency Repair Volumes (incl. OOH)	1845	1534	1720	Tracks the number of emergency repairs carried out each month including out of hours emergency repairs.
Number of properties reporting Damp and Mould Issues	475	266	242	Tracks the number of properties reporting damp and mould issues each month.
Number of Disrepair Letters of Claim Received	14	6	8	Measures the volume of disrepair letters of claim received each month.
% of Emergency Responsive repairs completed within 24 Hours	90.3 %	93.9 %	89.6%	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	89.5 %	92.5 %	82.7%	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)	5.46	4.99	6.52	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	111	93	116	Measures tenant complaints at Stage One of the formal complaints process.
Number of Stage Two Complaints Received	21	28	26	Measures Stage Two escalated complaints that were not resolved satisfactorily for the complainant at Stage One.
Rent Arrears as a Percentage of Debit	2.94 %	3.43 %	3.7%	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	70 %	75 %	80%	Percentage of cases where homelessness is successfully prevented or relieved.
Housing Voids E2E Time (Standard Voids Only)	40	41	43	Measures the average number of days taken to re-let standard void properties.
Void Loss as a % of Cumulative Rent Debit	1.54 %	1.50 %	1.48%	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.

	Property Compliance Dashboard						As at 30 th June 2026
Performance indicator	Number of properties (or sites) in scope	Number in date	Number not in date	Percentage in date	Target	Compliance status	Comments
Properties:							
Stock condition survey: Properties that have had a stock condition survey within the past 5 years	17,009	16115	894	94.74%	100%	✗	Programme of surveys continues, nearing target of 100% of properties having a survey within five years. A number not in date are due to no-access.
Gas safety: Properties with a gas appliance that have had a gas inspection within last 12 months	16,194	16,194	0	100.00%	100%	✓	
Carbon monoxide detectors: Properties that require a carbon monoxide detector have one fitted and it has been tested within the last 12 months.	16,278	16,278	0	100.00%	100%	✓	
Smoke detectors: Properties that require compliant smoke detector(s) fitted have the required number fitted and they have been tested within the last 12 months.	17,012	17,012	0	100.00%	100%	✓	
Electrical Safety: Properties that have a valid electrical safety certificate within the past 5 years	16,994	16,538	456	97.32%	100%	✗	287 of the 456 properties have had an inspection but are still awaiting certification, which if included in the total compliance figures would equate to 99% compliant. Access attempts and records are currently being prepared in readiness to escalate to court proceedings where necessary.
Communal areas:							
Gas safety: Communal areas with gas appliances that have been tested witin the last 12 months	262	262	0	100.00%	100%	✓	8 lifts affecting 314 dwellings have not had a Zurich LOLER inspection completed in the relevant period. 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. At the time of reporting 3 lifts were out of order. A meeting has been scheduled with Zurich to discuss return visits.
Electrical safety: Communal areas where that have a valid electrical safety certificate within the last 5 years	135	135	0	100.00%	100%	✓	
Lift safety: Communal areas with lifts that have received the required safety inspection	969	655	314	67.60%	100%	✗	
Fire Safety: Communal areas that have a valid Fire Risk Assessment completed within timescale	1,391	1,391	0	100.00%	100%	✓	
Asbestos: Communal areas that require an asbestos re-inspection survey have had one completed	727	727	0	100.00%	100%	✓	
Water Hygiene: Communal areas that have a valid water hygiene risk assessment	1,159	1,159	0	100.00%	100%	✓	

Overdue remedial actions

A remedial action is a repair or fix that is required following a safety inspection. These are categorised as either low, medium or high risk.

Risk level	Definition
Low	Improvement or advisory works; no immediate risk
Medium	Potential risk if not addressed; requires planned intervention
High	Immediate or serious risk to life, if urgent action not taken

Compliance area	High Risk	Medium Risk	Low Risk	Comments
Electrical Safety (domestic & communal)	1	191	456	High risk actions are completed on-site; medium risk and low risk actions are tracked through to completion.
Lift safety (communal)	5			Lift actions are currently under review to provide a risk rating and will then be assigned to an external contractor for completion. All required urgent actions are underway.
Fire Safety (communal)	4	42	1	All actions are discussed during the weekly fire safety team meeting and plans made to overcome any obstacles. All actions are being tracked to completion and all required urgent actions are underway.
Water Hygiene (communal)	83	19	214	All actions have been assigned internally or using an external contractor and will be tracked through to completion. All required urgent actions are underway.