



**SOUTH
KESTEVEN
DISTRICT
COUNCIL**

Housing Overview and Scrutiny Committee

Tuesday, 31 March 2026

Report of Councillor Virginia Moran,
Cabinet Member for Housing

Housing Performance Data February 2026

Report Author

Alison Hall-Wright, Director of Housing and Projects (Deputy Monitoring Officer)

✉ Alison.Hall-Wright@southkesteven.gov.uk

Purpose of Report

To present the Housing Overview and Scrutiny Committee with the Housing Performance Data to 28 February 2026.

Recommendations

The Committee is asked to:

- 1. Review and scrutinise the current performance of the Housing Service**

Decision Information

Does the report contain any exempt or confidential information not for publication?	No
What are the relevant corporate priorities?	Housing
Which wards are impacted?	(All Wards);

1. Implications

Taking into consideration implications relating to finance and procurement, legal and governance, risk and mitigation, health and safety, diversity and inclusion, safeguarding, staffing, community safety, mental health and wellbeing and the impact on the Council's declaration of a climate change emergency, the following implications have been identified:

Finance and Procurement

- 1.1 There are no financial implications associated with this report however in order to meet and maintain these performance levels there is a financial cost associated with the work required. There is currently an ongoing budget pressure within the Housing Revenue Account around dealing with issues such as cost of repairs, reducing void days and meeting statutory requirements. Work is being undertaken as part of the Council's budget management framework to develop an action plan to address the ongoing financial impact and affordability as part of the Housing Revenue Account business plan.

Completed by: David Scott – Assistant Director of Finance and Deputy S151 Officer.

Legal and Governance

- 1.2 There are no specific legal and governance implications associated with this report. Regular reporting of service area performance represents good governance.

Completed by: James Welbourn, Democratic Services Manager

2. Background to the Report

- 2.1 The Council has a clear commitment in its Corporate Plan 2024-2027 to ensure that all residents can access housing which is safe, good quality, sustainable and suitable for their needs and future generations so it is essential performance is regularly monitored as this will ensure residents are receiving the level of service expected from the Council.
- 2.2 Appendix 1 provides performance data for Housing Technical Services, Housing Services and Compliance across the housing stock. A presentation will be given during the committee meeting where officers will provide detailed information regarding the performance.
- 2.3 The key points to note for Housing Technical Services are:

Reactive Repairs Service

- The total number of overdue repairs has continued to reduce over the year; it has plateaued between January and February which is primarily due to ensuring the Council manages repairs expenditure within the budget that has been allocated.
- Performance on emergency repairs have continued to increase with 98% completed on time during February compared with 95% in January.
- The performance for non-emergency repairs and all repairs completed on time has reduced between January and February. The performance has primarily been impacted by repairs allocated to contractors so the Council is putting actions in place, for example, ensuring appointments are made with tenants as soon as work is allocated to a contractor, to support with improving performance.

Damp and Mould

- The performance on inspections completed within 14 calendar days has reduced from 94% in December 2025 to 90% in February 2026 (target 75%) which is due to an increase in the number of reports of damp and mould.
- The average time to complete and issue the damp and mould inspection report reduced from 14 days in January to 12 days in February 2026 (target 14 days).
- There are currently 290 outstanding repairs of which 53 are overdue (these figures are also included in the reactive repairs data). Meetings are in place each week with the Repairs Manager and Business Support and Asset Data Manager to review all overdue jobs and ensure that they are booked in with residents.
- The performance on emergency repairs reduced to 91% in February 2026 so the Council will be reviewing the causes of this reduction in performance to ensure they are addressed.

Voids

- The number of void properties has reduced from 103 in March 2025 to 45 in February 2026.
- The average time to repair all void properties has increased from 30 days in December 2025 to 42 days in February 2026 which is due to the Council ensuring expenditure is within the budget that has been set.
- The average time for a property to be handed back to the Council and relet to a new tenant has reduced from 79 days in March 2025 to 55 days in February 2026.

Asset Management and Stock Condition

- 99.79% of Council owned dwellings currently meet the Decent Homes Standard with just 12 non-decent properties remaining. These properties have missing survey data and will be surveyed before the end of March to ensure that our data is accurate.
- 99% of Council owned dwellings have a stock condition survey, the Council is working with its contractor, Impart Links, to undertake the remaining 43 surveys.
- 95% of Council owned dwellings have a survey which has been completed within the last 5 years, the Council is working with Impart Links to undertake the remaining 290 surveys which are over 5 years old.

2.4 The key points to note for Housing Services are:

- At 28 February 2026 the number of housing register applications waiting for assessment was 304 compared with 237 in December 2025.
- The number of applicants on the housing register at 28 February 2026 was 892. The number of applicants in bands 1 and 2 has remained relatively static between December and February.
- 100 offers of Housing to people on the register during January and February.
- The number of anti-social behaviour (ASB) cases has remained at a similar level between December 2025 and February 2026, and is what the team normally experience during the Autumn/Winter months.

2.5 The key points to note for Housing Compliance are:

- Legionella – 100% compliant with required inspections.
- Asbestos – 100% compliant with required inspections.
- Fire Risk Assessments – 100% compliant with required inspections.
- Lift Inspections (LOLER) – 92.31% compliant with required inspections. The inspection of one lift has been delayed as at the time of inspection the lift shaft light was not operational so a full inspection could not be completed. The lift has been allowed to remain in service and the LOLER inspection will be completed once the repair has been carried out to the light.
- Gas Safety Inspections – 99.17%. There are 38 properties without a Gas Safety Certificate, 11 of these are due to a failure by the current contractor to ensure three visits are completed prior to the expiration of the Gas safety certificate. This has been raised with the provider who had staffing issues during this period. 16 of the 38 have warrants to gain access which will be executed in the next 10 working days. 1 is a void property which has been capped and made safe. The Council will apply for another Court warrant for the remaining 10 properties.

- Electrical Inspections – compliance has increased to 97.17%. The compliance and housing teams continue to work together to increase tenant engagement.
- Smoke and CO – 100% compliant with required inspections.
- Gas Remedial Actions – there were 43 outstanding remedial actions at 28 February 2026. Category 1 and 2 remedial actions are completed/made safe on site. The remedial actions outstanding relate to non-urgent repairs or parts that need replacing.
- Electrical inspection remedial actions - there were 81 outstanding remedial actions at 28 February 2026. Category 1 and 2 remedial actions are completed/made safe on site. The remedial actions outstanding relate to non-urgent repairs or parts that need replacing.

2.6 Following the completion of Fire Risk Assessments, remedial actions are identified which the Council is required to complete. The actions are categorised as High, Medium, Low and Advisory Recommendations. The Fire Safety Working Group which is chaired by the Head of Service for Health, Safety, Compliance and Emergency Planning and attended by key officers in Housing, monitors the completion of these actions. During February the team completed 113 actions. At 28 February 2026 the number of outstanding actions are as follows:

- High – 0
- Medium – 99
- Low – 256
- Advisory – 49

3. Key Considerations

3.1 This report provides an update on the current performance of the Housing Service and provides committee with the opportunity to ask pertinent questions regarding the data that is being presented to them.

4. Reasons for the Recommendations

4.1 This report ensures that the Housing Overview and Scrutiny Committee are given the opportunity to review, scrutinise and comment on the performance of the Housing Service

5. Appendices

5.1 Appendix 1 – Housing Performance