

# Technical Services – February 2026

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# Repairs Call Handling

KPI	March 25	Target	December	January	February	Direction of travel
Total calls offered	2079	NA	1,802	2,660	1,965	NA
Number of calls Handled and Interflowed	1903	NA	1,692	2,442	1,877	NA
% of calls Handled and Interflowed	91%	>90%	93%	91%	95%	↑
% of abandoned calls	9%	<10%	7%	9%	5%	↑
Average Speed of Answer	0:00:59	NA	0:02:01	0:02:31	0:01:22	NA
Average Handling Time	0:03:00	NA	0:03:31	0:04:01	0:03:36	NA



# Reactive Repairs – All Repairs

	March 25	Target	December	January	February	Direction of travel
No repairs in WIP	4,075	NA	2,943	2,926	2,996	NA
No of overdue	2,276	<10%WIP	1,411	1,274	1,284	↓
Emergency repairs completed on time	NA	100%	95%	97%	98%	↑
Non-emergency repairs completed on time	NA	77%	74%	72%	70%	↓
All repairs completed on time*	77%	80%*	78%	79%	75%	↓
Average time taken to complete all non-emergency repairs	NA	40 days	35 days	44 days	31 days	NA
Post Inspections	NA	10%	13%	12%	14%	↑

- \*includes all jobs due from discontinued repair target times



# Reactive Repairs – In-House

	March 25	Target	December	January	February	Direction of travel
No repairs in WIP	2,807	NA	1,857	2,032	1,945	NA
No of overdue	2,681	<10%WIP	976	1,012	926	↑
Emergency repairs completed on time	84%	100%	98%	99%	97%	↓
Non-emergency repairs completed on time	NA	77%	76%	68%	71%	↑
All repairs completed on time*	77%	80%*	80%	73%	75%	↑
Average time taken to complete all non-emergency repairs	76 days (Feb 2025)	NA	36 days	39 days	35 days	NA
Post Inspections	NA	10%	13%	11%	15%	↑

- \*includes all jobs due from discontinued repair target times



# Reactive Repairs – Sureserve

	March 25	Target	December	January	February	Direction of travel
No repairs in WIP	135	NA	224	212	161	NA
No of overdue	81	<10%WIP	83	63	88	↓
Emergency repairs completed on time	86%	100%	97%	97%	99%	↑
Non-emergency repairs completed on time	NA	77%	64%	79%	71%	↓
All repairs completed on time*	NA	80%*	78%	90%	82%	↓
Average time taken to complete all non-emergency repairs	NA	NA	9 days	9 days	9 days	NA
Post Inspections	NA	10%	10%	13%	10%	↓

- \*includes all jobs due from discontinued repair target times



# Reactive Repairs – Other Contractors

	March 25	Target	December	January	February	Direction of travel
No repairs in WIP	1,133	NA	660	682	890	NA
No of overdue	102	<10%WIP	330	186	270	↓
Emergency repairs completed on time	97%	100%	67%	81%	94%	↑
Non-emergency repairs completed on time	NA	77%	75%	82%	62%	↓
All repairs completed on time*	NA	80%*	75%	82%	67%	↓
Average time taken to complete all non-emergency repairs	NA	NA	64 days	86 days	56 days	NA
Post Inspections	NA	10%	13%	14%	14%	↔

- \*includes all jobs due from discontinued repair target times



# Damp and Mould

	March 25	Target	December	January	February	Direction of travel
No surveys in WIP	NA	NA	21	30	33	NA
No of overdue surveys	27	<10%WIP	3	2	4	↓
Inspections completed within 14 days	67%	75%	94%	95%	90%	↓
Average time taken to complete damp and mould survey and issue inspection report	19 days	14 days	5 days	14 days	12 days	↑
No damp and mould repairs in WIP	875	NA	205	318	290	NA
No damp and mould repairs overdue	315	<10% WIP	72	103	53	↑
Emergency repairs completed on time	100%	100%	100%	96%	91%	↓
Non-emergency repairs completed on time	NA	77%	92%	67%	68%	↑
All repairs completed on time	NA	80%	92%	74%	75%	↑
Average time taken to complete all non-emergency repairs	NA	40 days	34 days	26 days	22 days	↑



# Voids

	March 25	Target	December	January	February	Direction of travel
No voids in WIP	103	80 voids	55	51	45	↑
Average time to repair a TA void	13 days	15 calendar days	9 days	9 days	12 days	↓
Average time to repair a minor void	56 days	45 calendar days	19 days	20 days	36 days	↓
Average time to repair a major void	108 days	100 calendar days	72 days	81 days	80 days	↑
Average time to repair all voids	53 days	65 calendar days	30 days	36 days	42 days	↓
Average void time (key to key) all voids	79 days	80 days	61 days	55 days	55 days	↔



# Customer Satisfaction

	March 25	Target	December	January	February	Direction of travel
Repairs satisfaction survey response rate	35%	25%	29%	29%	28%	↓
Repairs overall satisfaction	99%	75%	85%	85%	81%	↓



# Planned Works

	Programme Completions 24.25	Annual Programme Reforecast	December	January	February	Direction of travel
Kitchen replacements YTD	219	282	156	164	193	↑
Bathroom replacements YTD	217	258	121	128	147	↑
Heating replacements YTD	248	323	221	238	250	↑
Window replacements YTD	167 (windows and doors combined)	292	193	227	253	↑
Roofing replacements YTD	44	90	82	83	90	↑
External refurbishments YTD	NA	968	322	501	678	↑
WH SHF Upgrades YTD	369 properties (over 2 years)	128 properties (year 1/273 overall prog)	61	79	94	↑



# Asset Management

	March 25	Target	December	January	February	Direction of travel
% of properties meeting DH standard (incl refusals)	94.62%	100% at year end	99.59%	99.61%	99.79%	↑
No properties failing to meet DH standard (incl refusals)	325	0 at year end	24	23	12	↑
% of properties EPC C or above	57.88%	No target	58%	64%	64%	NA
Average SAP rating for all properties surveyed	C	C by 2030	C	C	C	↔



# Stock Condition

	March 25	Target	December	January	February	Direction of travel
% of properties with a stock survey	NA	>90%	95%	95%	99%	↑
No properties with no stock survey	NA	NA	272	266	43	NA
% of properties with a stock survey completed within 5 years	NA	>90%	91%	91%	95%	↑
No of properties with a survey over 5 years old	NA	NA	507	503	290	NA
No stock surveys completed YTD	1,868	1,415 by end of year	668	678	920	↑
% of annual stock survey programme completed	106%	100% by year end	36%	48%	63%	↑
% of properties with an HHSRS survey completed within 5 years	NA	100%	91%	91%	95%	↑
Total No outstanding HHSRS actions	26	No Target	3	3	3	NA
No outstanding HHSRS category 1 actions (A-C)	2	No Target	0	0	0	NA



# Glossary

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- KPI = Key Performance Indicator
- WIP = Work in Progress
- TA = Temporary Accommodation
- YTD = Year to Date
- WH SHF = Warm Homes: Social Housing Fund
- DHS = Decent Homes Standard
- EPC = Energy Performance Certificate
- SAP = Standard Assessment Procedure
- HHSRS = Housing Health and Safety Rating System



# Housing Services Performance

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# Allocations and Lettings Call Handling

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	Target	December	January	February
Total calls offered	NA	552	789	787
Number of calls Handled and Interflowed	NA	535	747	706
% of calls Handled and Interflowed	>80%	97%	95%	90%
% of abandoned calls	<10%	3%	5%	10%



# Housing Options

Criteria	Of which	December	January	February
No in Temporary Accommodation		51	53	57
	Family	19	25	27
	Single	32	28	30
	Nightly paid	7	9	8
	Our stock	44	44	49
No of new homeless approaches		89	143	124
No of active homelessness cases		202	203	224
No of rough sleepers		4	9	7
No of successful homeless outcomes		31	31	36



# Allocations

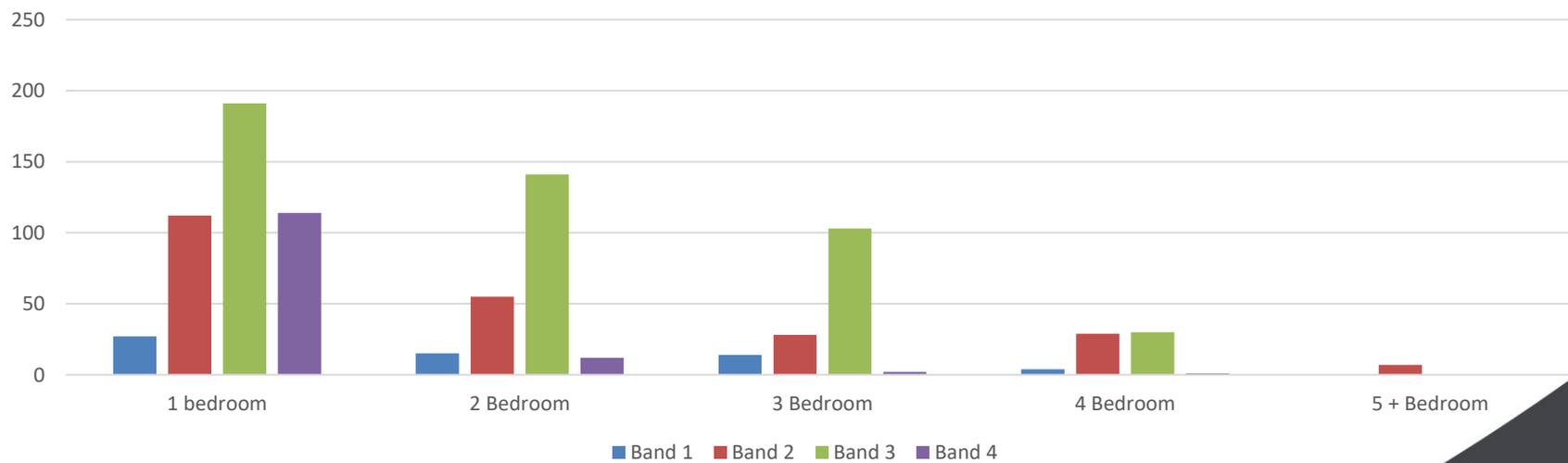
	Of which	December	January	February
Number of complete housing register applications waiting for assessment		237	258	304
Oldest application waiting assessment		11/11/2025	18/11/2025	12/12/2025
Number on the housing register		897	910	892
	Band 1	60	68	57
	Band 2	236	226	236
	Band 3	461	477	465
	Band 4	140	139	134
Offers made during the month		47	43	57
	SKDC	31	38	32
	Housing association	16	5	25
Properties advertised during the month		20	75	63
	SKDC	20	56	29
	Housing Association	0	19	34



# Bedroom need by band as of 16<sup>th</sup> March 2026

Bedroom need	Band 1	Band 2	Band 3	Band 4	Total
1 bedroom	27	112	191	114	444
2 Bedroom	15	55	141	12	223
3 Bedroom	14	28	103	2	147
4 Bedroom	4	29	30	1	64
5 + Bedroom	0	7	0	0	7
Total	60	231	465	129	885

Bedroom need by band



# Tenancy management

	Of which	December	January	February
Number of ASB cases		10	12	10
Number of new ASB reports		19	20	21
Number of sign ups		34	26	35
Number of terminations		14	12	11
Number of RTBs		0	1	0
Number of successions		2	3	2
Number of Mutual exchanges		1	1	5
Number of active Legal cases		9	8	11
Number of tenancy checks				
6 weeks checks due		37	44	15
6 week checks completed	Target >80%	29 (78%)	40 (91%)	14 (93%)
9 month checks due		38	53	28
9 month checks completed	Target >80%	30 (79%)	51 (96%)	23 (82%)
Number of evictions		1	0	0
Number of notices issued				
	NTQ	9	4	7
	CPNw	4	2	2
	CPN	1	0	1
	NOSP	0	1	1
Number of MESNE accounts		16	14	7

# Glossary

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- ASB = Anti Social Behaviour
- CPN = Community protection Notice
- CPNw = Community Protection Notice Warning
- NOSP = Notice of Seeking Possession
- NTQ = Notice to Quit
- RTB = Right to buy
- MESNE = this is when a person is occupying a property, liable for use an occupation charges, but is not a tenant. This can occur after an unsuccessful succession for example.



# Housing Compliance

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# Compliance

	January 2026			February 2026		
	Compliant	Non-Compliant	% Compliant	Compliant	Non-Compliant	% Compliant
Legionella	32	1	96.97%	33	0	100%
Gas	4,560	27	99.41%	4,550	38	99.17%
EICR	5,650	188	96.78%	5,673	165	97.17%
Asbestos	222	0	100%	222	0	100%
FRA	150	0	100%	150	0	100%
Lifts	13	0	100%	12	1	92.31%
Smoke/CO	5,838	0	100%	5,838	0	100%



# Compliance – FRA Remedial Actions

	February 2026
<b>Total number of outstanding actions</b>	<b>404</b>
High	0
Medium	99
Low	256
Advisory recommendations	49
Actions closed in February	113
Actions closed in April - January	1,375
<b>Total Actions Closed in 2025/26</b>	<b>1,488</b>



# Housing Compliance – Gas Remedial Actions

	December	January	February
Total number of remedial actions reported during the month	17	20	25
Total remedial actions closed	7	10	27
Total number of remedial actions Outstanding	<b>35</b>	<b>45</b>	<b>43</b>
Cumulative total of remedial actions closed	28	38	65



# Housing Compliance – EICR Remedial Actions

	December	January	February
Total number of remedial actions reported during the month	17	36	119
Total remedial actions closed	2	23	103
Total number of remedial actions Outstanding	<b>52</b>	<b>65</b>	<b>81</b>
Cumulative total of remedial actions closed	84	107	210

- C1 and C2 remedial actions are completed/made safe on site. The remedial actions outstanding relate to non-urgent repairs or parts that need replacing.

