

Technical Services – April 2026



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Repairs Call Handling

KPI	March 25	Target	March	April	Direction of travel
Total calls offered	2,079	NA	2,105	2,152	NA
Number of calls Handled and Interflowed	1,903	NA	2,021	2,065	NA
% of calls Handled and Interflowed	91%	>90%	96%	95%	↓
% of abandoned calls	9%	<10%	4%	5%	↓
Average Speed of Answer	0:00:59	NA	0:00:57	0:00:53	NA
Average Handling Time	0:03:00	NA	0:03:25	0:03:08	NA



Reactive Repairs – All Repairs

	March 25	Target	March	April	Direction of travel
No repairs in WIP	4,075	NA	2,814	2,366	NA
No of overdue	2,276	<10%WIP	1,208	749	↑
Emergency repairs completed on time	NA	100%	97%	98%	↑
Non-emergency repairs completed on time	NA	77%	62%	77%	↑
All repairs completed on time*	77%	80%*	68%	82%	↑
Average time taken to complete all non-emergency repairs	NA	40 days	34 days	34 days	NA
Post Inspections	NA	10%	19%	16%	↓



Damp and Mould

	March 25	Target	March	April	Direction of travel
No surveys in WIP	NA	NA	19	22	NA
No of overdue surveys	27	<10%WIP	1	3	↓
Inspections completed within 14 days	67%	75%	81%	76%	↓
Average time taken to complete damp and mould survey and issue inspection report	19 days	14 days	17 days	14 days	↑
No damp and mould repairs in WIP	875	NA	245	210	NA
No damp and mould repairs overdue	315	<10% WIP	25	30	↓
Emergency repairs completed on time	100%	100%	91%	100%	↑
% 5 working day repairs completed on time	NA	90%	87%	87%	↔
All repairs completed on time	NA	80%	72%	78%	↑
Average time taken to complete all non-emergency repairs	NA	40 days	21 days	31 days	↓



Voids

	March 25	Target	March	April	Direction of travel
No voids in WIP	103	80 voids	44	53	↓
Average time to repair a TA void	13 days	15 calendar days	8 days	9 days	↓
Average time to repair a minor void	56 days	45 calendar days	37 days	30 days	↑
Average time to repair a major void	108 days	100 calendar days	82 days	75 days	↑
Average time to repair all voids	53 days	65 calendar days	38 days	37 days	↑
Average void time (key to key) all voids	79 days	80 days	61 days	57 days	↑



Customer Satisfaction

	March 25	Target	March	April	Direction of travel
Repairs satisfaction survey response rate	35%	25%	33%	33%	↔
Repairs overall satisfaction	99%	75%	89%	90%	↑



Planned Works

	Programme Completions 24.25	Annual Programme Reforecast	March	April	Direction of travel
Kitchen replacements YTD	219	282	235	8	N/A
Bathroom replacements YTD	217	258	179	4	N/A
Heating replacements YTD	248	323	286	24	N/A
Window replacements YTD	167 (windows and doors combined)	292	283	22	N/A
Roofing replacements YTD	44	90	90	1	N/A
External refurbishments YTD	NA	968	849	0	N/A
WH SHF Upgrades YTD	369 properties (over 2 years)	127 properties (year 1/273 overall prog)	127	16	N/A



Aids and Adaptations (new performance reporting for 2026/27)

	Programme Completions 2024/25	Target	March	April	Direction of travel
Minor jobs completed YTD	N/A	N/A	100	2	N/A
Major jobs completed YTD	N/A	N/A	70	8	N/A
% of minor orders completed within 20 working days	N/A	N/A	33%	0%	N/A
% of major orders completed within 60 working days	N/A	N/A	100%	0%	N/A
Average time taken to complete minor order	N/A	N/A	27 days	45 days	N/A
Average time taken to complete major order	N/A	N/A	45 days	80 days	N/A
Overall satisfaction YTD	N/A	N/A	89%	100%	N/A



Asset Management

	March 25	Target	March	April	Direction of travel
% of properties meeting DH standard (incl refusals)	94.62%	100% at year end	100%	79%	↓
No properties failing to meet DH standard (incl refusals)	325	0 at year end	0	1,197	↓
% of properties EPC C or above	57.88%	No target	64%	64%	↔
Average SAP rating for all properties surveyed	C	C by 2030	C	C	↔



Stock Condition

	March 25	Target	March	April	Direction of travel
% of properties with a stock survey	NA	>90%	95%	95%	↔
No properties with no stock survey	NA	NA	296	298	NA
% of properties with a stock survey completed within 5 years	NA	>90%	93%	93%	↔
No of properties with a survey over 5 years old	NA	NA	435	433	NA
No stock surveys completed YTD	1,868	1,453 by end of year	1,004	225	NA
% of annual stock survey programme completed	106%	100% by year end	69%	8%	NA
% of properties with an HHSRS survey completed within 5 years	NA	100%	93%	93%	↔
Total No outstanding HHSRS actions	26	No Target	9	1	NA
No outstanding HHSRS category 1 actions (A-C)	2	No Target	0	0	NA



Housing Services Performance



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Allocations and Lettings Call Handling

	April 2025	Target	March 2026	April 2026
Total calls offered	865	NA	851	831
Number of calls Handled and Interflowed	805	NA	735	737
% of calls Handled and Interflowed	93%	>80%	94%	95%
% of abandoned calls	7%	<10%	6%	5%



Housing Options

Criteria	April 2025	Of which	March 2026	April 2026
No in Temporary Accomodation	59		50	55
	40	Family	26	29
	19	Single	24	26
	14	Nightly paid	11	12
	45	Our stock	39	46
No of new homeless approaches	149		156	146
No of active homelessness cases	304		227	279
No of rough sleepers	5		5	3
No of successful homeless outcomes	32		35	37



Allocations

	April 2025	Of which	March 2026	April 2026
Number of applications received			356	336
Number of complete housing register applications waiting for assessment	133		318	167
Oldest application waiting assessment	03/02/2025		14/01/2026	18/03/2026
Number on the housing register	1,138		893	975
	178	Band 1	56	72
	352	Band 2	238	253
	491	Band 3	465	503
	117	Band 4	134	147
Offers made during the month	138		67	45
	87	SKDC	54	38
	51	Housing association	13	7
Properties advertised during the month	72		48	70
	42	SKDC	32	38
	30	Housing Association	16	32

Tenancy management

	April 2025	Of which	March 2026	April 2026
Number of ASB cases	25		11	13
Number of new ASB reports	12		27	12
Number of sign ups	50		26	26
Number of terminations	59		17	20
Number of RTBs	5		2	4
Number of successions	7		4	7
Number of Mutual exchanges	4		10	2
Number of active Legal cases	6		9	8
Number of tenancy checks				
6 weeks checks due			30	21
6 week checks completed	22	Target>80%	25 (83%)	19 (90%)
9 month checks due			27	32
9 month checks completed	12	Target>80%	20 (74%)	29 (90%)
Number of evictions	1		3	1
Number of notices issued				
	4	NTQ	8	6
	0	CPNw	5	3
	0	CPN	1	0
	0	NOSP	6	2
Number of MESNE accounts	8		5	5



Glossary

- 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

	March 2026			April 2026		
	Compliant	Non-Compliant	% Compliant	Compliant	Non-Compliant	% Compliant
Legionella	34	0	100%	35	0	100%
Gas	4,566	23	99.49%	4,558	21	99.54%
EICR	5,672	167	97.14%	5,695	139	97.62%
Asbestos	222	0	100%	227	0	100%
FRA	150	0	100%	150	0	100%
Lifts	12	1	92.31%	14	13	92.86%
Smoke/CO	5,839	0	100%	5,834	0	100%



Housing Compliance – Outstanding Remedial Actions April 2026

	Gas	EICR	Legionella
Total number of remedial actions	40	16	3
C1 – Danger to life	0	0	0
C2 – Potentially dangerous	0	16	0
C3 – Improvement recommended	40	0	3



Compliance – FRA Remedial Actions

	April 2026
Total number of outstanding actions	233
High	0
Medium	34
Low	199
Advisory recommendations	0
Actions closed in April 2026	52
Actions closed in April 2025 – March 2026	1,607
Total Actions Closed	1,659

