

Housing Overview and Scrutiny Committee



SOUTH
KESTEVEN
DISTRICT
COUNCIL

Thursday, 2 October 2025 at 2.00 pm
Council Chamber, South Kesteven House,
St Peter's Hill, Grantham NG31 6PY

Committee Members: Councillor Lee Steptoe (Chairman)
Councillor Zoe Lane (Vice-Chairman)

Councillor Emma Baker, Councillor Ben Green, Councillor Gloria Johnson,
Councillor Anna Kelly, Councillor Bridget Ley, Councillor Charmaine Morgan and
Councillor Susan Sandall

Supplementary Agenda

10. **Housing Performance Data** (Pages 3 - 27)
To present the Housing Overview and Scrutiny Committee with the
Housing Performance Data

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Housing Overview and Scrutiny Committee

Thursday, 2 October 2025

Report of Councillor Virginia Moran
Cabinet Member for Housing

Housing Performance Data

Report Author

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

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Purpose of Report

To present the Housing Overview and Scrutiny Committee with the Housing Performance Data.

Recommendations

The Committee is recommended 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Does the report contain any exempt or confidential information not for publication?	N
What are the relevant corporate priorities? <i>(delete as appropriate)</i>	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 a budget pressure within the Housing Revenue Account around dealing with issues such as a backlog of repairs, reducing void days and meeting statutory requirements. Work is being undertaken as part of the Council's budget management framework to assess 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: Alison Hall-Wright, Deputy Monitoring Officer

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

- Number of outstanding repairs has reduced from 4,075 in March 2025 to 3,531 in August 2025.
- The number of overdue repairs has reduced from 2,276 in March 2025 to 1,752 in August 2025.
- 96% of emergency repairs were completed on time in August 2025
- Cabinet approved the award of contracts to Foster Property Maintenance Limited and Lukeman Electrical Services Limited on 9 September 2025 to undertake reactive repairs to Council owned properties which will support the Council with improving its performance.

Damp and Mould

- There was a decrease in the performance for the completion of damp and mould surveys in August which was due to staff resourcing issues.
- The average time to complete and issue the damp and mould inspection report was 18 days in August 2025.
- There are currently 407 outstanding repairs of which 241 are overdue (these figures are also included in the reactive repairs data).
- 100% of emergency repairs continue to be completed on time.
- The contract award for Reactive Repair Contractors will support the Council with improving the performance for completing repairs associated with damp and mould.

Voids

- The number of void properties has reduced from 103 in March 2025 to 68 in August 2025
- The average time to repair all void properties has reduced from 53 days in March 2025 to 43 days in August 2025.
- 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 54 days in August 2025.

Asset Management and Stock Condition

- Excluding properties where tenants have refused works 99.76% of Council owned dwellings currently meet the Decent Homes Standard.
- 91% of Council owned dwellings have a stock condition survey, the Council is working with its contractor, Impart Links, to undertake the remaining 497 surveys.
- 87% of Council owned dwellings have a survey which has been completed within the last 5 years survey so the Council is working with Impart Links to undertake the 734 surveys which are over 5 years old.

- 2.4. The key points to note for Housing Services are:
- At 31 August 2025 there were 400 housing register applications waiting for assessment which is due to staffing issues in the service area. The Council has employed temporary officers to focus on processing these applications which has resulted in the number of outstanding applications at 19 September 2025 reducing to 300. The number of applications waiting to be assessed will be monitored on a weekly basis.
- 2.5. The key points to note for Housing Compliance are:
- Legionella – 100% complaint with required inspections
 - Asbestos – 100% complaint with required inspections
 - Fire Risk Assessments - 100% complaint with required inspections
 - Lift Inspections (LOLER) - 100% complaint with required inspections
 - Gas Safety Inspections – 99.26%. There are currently 41 properties without a Gas Safety Certificate however 7 of these are currently mitigated as they have been made safe. This leaves 34 properties which are non-complaint, so officers are continuing to engage with tenants whilst court warrants are applied for.
 - Electrical Inspections – compliance has increased to 95.57%. The compliance and housing teams continue to work together to increase tenant engagement.
 - Smoke and CO – 100% compliant with required inspections
- 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 and attended by keys officers in Housing, monitors the completion of these actions. During August the team completed 166 actions. At 31 August 2025 the number of outstanding actions are as follows:
- High – 30
 - Medium – 268
 - Low – 440
 - Advisory - 185

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

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Technical Services – June 2025



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Appendix 1



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Repairs Call Handling

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KPI	March 25	Target	June	July	Aug	Direction of travel
Total calls offered	2079	NA	1888	2118	1746	NA
Number of calls Handled and Interflowed	1903	NA	1739	1999	1690	NA
% of calls Handled and Interflowed	91%	>90%	92%	94%	96%	↑
% of abandoned calls	9%	<10%	8%	6%	4%	↑
Average Speed of Answer	0:00:59	NA	0:00:48	0:00:43	0:01:03	NA
Average Handling Time	0:03:00	NA	0:02:40	0:02:40	0:02:42	NA



Reactive Repairs – All Repairs

	March 25	Target	June	July	August	Direction of travel
No repairs in WIP	4,075	NA	3,842	3,612	3,531	NA
No of overdue	2,276	<10%WIP	2,152	1,930	1,752	↑
Emergency repairs completed on time	NA	100%	94%	95%	96%	↑
Non-emergency repairs completed on time	NA	77%	63%	73%	74%	↑
All repairs completed on time*	77%	80%*	71%	76%	77%	↑
Average time taken to complete all non-emergency repairs	NA	40 days	73 days	51 days	50 days	NA
Post Inspections	NA	10%	4%	6%	TBC	NA

- *includes all jobs due from discontinued repair target times



Reactive Repairs – In-House

	March 25	Target	June	July	August	Direction of travel
No repairs in WIP	2,807	NA	2,649	2,487	2,412	NA
No of overdue	2,681	<10%WIP	1,787	1,596	1,405	↑
Emergency repairs completed on time	84%	100%	98%	98%	100%	↑
Non-emergency repairs completed on time	NA	77%	64%	69%	69%	↔
All repairs completed on time*	77%	80%*	70%	72%	72%	↔
Average time taken to complete all non-emergency repairs	76 days (Feb 2025)	NA	75 days	50 days	53 days	NA
Post Inspections	NA	10%	4%	5%	2%	↓

- *includes all jobs due from discontinued repair target times



Reactive Repairs – Sureserve

	March 25	Target	June	July	August	Direction of travel
No repairs in WIP	135	NA	96	62	103	NA
No of overdue	81	<10%WIP	52	18	15	↑
Emergency repairs completed on time	86%	100%	89%	98%	99%	↑
Non-emergency repairs completed on time	NA	77%	92%	91%	96%	↑
All repairs completed on time*	NA	80%*	91%	93%	97%	↑
Average time taken to complete all non-emergency repairs	NA	NA	9 days	6 days	7 days	NA
Post Inspections	NA	10%	8%	8%	5%	↓

- *includes all jobs due from discontinued repair target times



Reactive Repairs – Other Contractors

	March 25	Target	June	July	August	Direction of travel
No repairs in WIP	1,133	NA	1,097	1,063	1,016	NA
No of overdue	102	<10%WIP	313	316	332	↓
Emergency repairs completed on time	97%	100%	91%	81%	76%	↓
Non-emergency repairs completed on time	NA	77%	71%	76%	76%	↔
All repairs completed on time*	NA	80%*	63%	77%	76%	↓
Average time taken to complete all non-emergency repairs	NA	NA	83 days	68 days	57 days	NA
Post Inspections	NA	10%	3%	6%	0%	↓

- *includes all jobs due from discontinued repair target times



Damp and Mould

	March 25	Target	June	July	Aug	Direction of travel
No surveys in WIP	NA	NA	14	20	26	NA
No of overdue surveys	27	<10%WIP	4	8	4	↑
Inspections completed within 14 days	67%	75%	82%	85%	55%	↓
Average time taken to complete damp and mould survey and issue inspection report	19 days	14 days	18 days	9 days	18 days	↓
No damp and mould repairs in WIP	875	NA	711	577	407	↑
No damp and mould repairs overdue	315	<10% WIP	374	320	241	↑
Emergency repairs completed on time	100%	100%	100%	No jobs	100%	↑
Non-emergency repairs completed on time	NA	77%	46%	50%	66%	↑
All repairs completed on time	NA	80%	46%	50%	66%	↑
Average time taken to complete all non-emergency repairs	NA	40 days	77 days	68 days	73 days	NA



Voids

	March 25	Target	June	July	Aug	Direction of travel
No voids in WIP	103	80 voids	77	79	68	↑
Average time to repair a TA void	13 days	15 calendar days	17 days	9 days	6 days	↑
Average time to repair a minor void	56 days	45 calendar days	57 days	40 days	32 days	↑
Average time to repair a major void	108 days	100 calendar days	99 days	97 days	85 days	↑
Average time to repair all voids	53 days	65 calendar days	63 days	53 days	43 days	↑
Average void time (key to key) all voids	79 days	80 days	81 days	75 days	54 days	↑

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Customer Satisfaction

	March 25	Target	June	July	Aug	Direction of travel
Repairs satisfaction survey response rate	35%	25%	32%	39%	35%	↓
Repairs overall satisfaction	99%	75%	90%	92%	88%	↓

Planned Works

	Programme Completions 24.25	Annual Programme Reforecast	June	July	Aug	Direction of travel
Kitchen replacements YTD	219	130	14	17	20	↑
Bathroom replacements YTD	217	148	40	40	42	↑
Heating replacements YTD	248	271	71	88	107	↑
Window replacements YTD	167 (windows and doors combined)	234	0	32	32	↔
Door replacements YTD	NA	190	0	0	0	↔
Roofing replacements YTD	44	91	45	57	67	↑
External refurbishments YTD	NA	947	0	0	0	↔
WH SHF Upgrades YTD	369 properties (over 2 years)	128 properties (year 1/273 overall prog)	0	0	6	↑

Asset Management

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	March 25	Target	June	July	Aug	Direction of travel
% of properties meeting DH standard (incl refusals)	94.62%	100% at year end	92.86%	94.3%	97.3%	↑
No properties failing to meet DH standard (incl refusals)	325	NA	415	331	173	↑
% of properties meeting DH standard (excl refusals)	NA	100%	NA	97%	99.76%	↑
No properties failing to meet DH standard (incl refusals)	325	0 at year end	NA	165	14	↑
% of properties EPC C or above	57.88%	No target	58.8%	60%	60%	↔
Average SAP rating for all properties surveyed	C	C by 2030	C	C	C	↔



Stock Condition

	March 25	Target	June	July	Aug	Direction of travel
% of properties with a stock survey	NA	>90%	NA	NA	91%	NA
No properties with no stock survey	NA	NA	NA	NA	497	NA
% of properties with a stock survey completed within 5 years	NA	>90%	NA	NA	87%	NA
No of properties with a survey over 5 years old	NA	NA	NA	NA	734	NA
No stock surveys completed YTD	1,868	1,418 by end of year*	349	395	445	↑
% of annual stock survey programme completed	106%	100% by year end	25%	28%	32%	↑
% of properties with an HHSRS survey completed within 5 years	NA	100%	NA	NA	87%	NA
Total No outstanding HHSRS actions	26	No Target	8	12	4	↑
No outstanding HHSRS category 1 actions (A-C)	2	No Target	0	0	0	↑



Housing Services Performance



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Allocations and Lettings Call Handling

	Target	June	July	August
Total calls offered	NA	944	1008	766
Number of calls Handled and Interflowed	NA	850	946	738
% of calls Handled and Interflowed	>80%	90%	94%	96%
% of abandoned calls	<10%	10%	6%	4%

Housing Options

Criteria	Of which	June	July	August
No in Temporary Accommodation		60	65	70
	Family	36	42	43
	Single	24	23	27
	Nightly paid	19	18	21
	Our stock	14	47	49
No of new homeless approaches		145	151	166
No of active homelessness cases		243	223	247
No of rough sleepers		15	6	6



Allocations

	Of which	June	July	August
Number of complete housing register applications waiting for assessment		199	266	400
Oldest application waiting assessment		21/04/2025	26/04/2025	28/04/2025
Number on the housing register		1103	1047	1008
	Band 1	169	130	125
	Band 2	334	330	317
	Band 3	484	464	446
	Band 4	116	123	120
Offers made during the month		67	60	60
	SKDC	38	36	41
	Housing association	29	24	19
Properties advertised during the month		53	57	43
	SKDC	36	32	27
	Housing Association	17	25	16



Tenancy management

	Of which	June	July	August
Number of ASB cases		26	18	19
Number of new ASB reports		49	38	37
Number of sign ups		44	41	35
Number of terminations		24	22	43
Number of RTBs		2	1	2
Number of successions		2	6	9
Number of Mutual exchanges		4	4	2
Number of active Legal cases		6	6	4
Number of tenancy checks				
	6 weeks	30	32	25
	9 months	56	44	19
Number of evictions		0	1	0
Number of notices issued				
	NTQ	4	5	12
	CPNw	0	0	0
	CPN	0	1	0
	NOSP	0	1	0
Number of MESNE accounts		11	13	18



Compliance

	July 2025			August 2025		
	Compliant	Non-Compliant	% Compliant	Compliant	Non-Compliant	% Compliant
Legionella	33	0	100%	33	0	100%
Gas	4,581	34	99.26%	4,576	34	99.26%
EICR	5,559	268	95.40%	5,561	258	95.57%
Asbestos	222	0	100%	222	0	100%
FRA	150	0	100%	150	0	100%
Lifts	11	2	84.62%	13	0	100%
Smoke/CO	5,827	0	100%	5,819	0	100%

Compliance – FRA Remedial Actions

	August 2025
Total number of outstanding actions	923
High	30
Medium	268
Low	440
Advisory recommendations	185
Actions closed in August	166
Actions closed in May/June/July	282
Total Actions Closed in 2025/26	448



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