



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)

 Alison.Hall-Wright@southkesteven.gov.uk

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Does the report contain any exempt or confidential information not for publication?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? Housing
(delete as appropriate)

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 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-compliant, 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