

# Technical Services – June 2025

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# Repairs Call Handling

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	↑



# 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

	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

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

