



Thursday, 4 December 2025

Report of Councillor Virginia Moran  
Cabinet Member for Housing

## Housing Performance Data October 2025

### Report Author

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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Does the report contain any exempt or confidential information not for publication? No

What are the relevant corporate priorities? 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 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 governance implications associated with this report. Regular reporting of service area performance represents good governance.

*Completed by: James Welbourn, Democratic Services Manager*

## 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 2,660 in October 2025.
- The number of overdue repairs has reduced from 2,276 in March 2025 to 1,249 in October 2025.
- 97% of emergency repairs were completed on time in October 2025

### **Damp and Mould**

- The performance on inspections completed within 14 calendar days has improved to 86% in October 2025 compared with 67% in March 2025.
- The average time to complete and issue the damp and mould inspection report was 8 days in October 2025.
- There are currently 270 outstanding repairs of which 92 are overdue (these figures are also included in the reactive repairs data).
- The performance on emergency repairs reduced to 92% in October 2025. This will continue to be closely monitored to ensure performance returns to 100%.

### **Voids**

- The number of void properties has reduced from 103 in March 2025 to 50 in October 2025
- The average time to repair all void properties has reduced from 53 days in March 2025 to 42 days in October 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 67 days in October 2025.

### **Asset Management and Stock Condition**

- Excluding properties where tenants have refused works 98.81% of Council owned dwellings currently meet the Decent Homes Standard.
- 94% of Council owned dwellings have a stock condition survey, the Council is working with its contractor, Impart Links, to undertake the remaining 358 surveys.
- 90% of Council owned dwellings have a survey which has been completed within the last 5 years survey, the Council is working with Impart Links to undertake the remaining 595 surveys which are over 5 years old.

2.4. The key points to note for Housing Services are:

- At 31 October 2025 the number of housing register applications waiting for assessment had reduced to 289.
- The number of applicants on the housing register has reduced from 1,008 in August 2025 to 897 in October 2025 which is due to the Council making

- 136 offers of Housing to people on the register during September and October.
- The number of ASB cases has reduced from 19 in August 2025 to 8 in October 2025 which is what the team would expect as ASB cases ordinarily reduce during the Autumn/Winter months.

2.5. The key points to note for Housing Compliance are:

- Legionella – 100% compliant with required inspections.
- Asbestos – 100% compliant with required inspections.
- Fire Risk Assessments – 100% compliant with required inspections.
- Lift Inspections (LOLER) – 92.31% compliant with required inspections. One lift is out of use but has been made safe.
- Gas Safety Inspections – 99.58%. There are 21 properties without a Gas Safety Certificate however 2 of these are currently mitigated as they have been made safe. This leaves 19 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 96.56%. 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 Service for Health, Safety, Compliance and Emergency Planning and attended by keys officers in Housing, monitors the completion of these actions. During October the team completed 279 actions. At 31 October 2025 the number of outstanding actions are as follows:

- High – 6
- Medium – 149
- Low – 312
- Advisory – 105

### 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