

Technical Services – October 2025



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Repairs Call Handling

KPI	March 25	Target	August	September	October	Direction of travel
Total calls offered	2079	NA	1,746	2,232	2,159	NA
Number of calls Handled and Interflowed	1903	NA	1,690	2,151	2,047	NA
% of calls Handled and Interflowed	91%	>90%	96%	96%	94%	↓
% of abandoned calls	9%	<10%	4%	4%	6%	↓
Average Speed of Answer	0:00:59	NA	0:01:03	0:01:10	0:00:01	NA
Average Handling Time	0:03:00	NA	0:02:42	0:02:49	0:02:43	NA



Reactive Repairs – All Repairs

	March 25	Target	August	September	October	Direction of travel
No repairs in WIP	4,075	NA	3,531	2,872	2,660	NA
No of overdue	2,276	<10%WIP	1,752	1,424	1,249	↑
Emergency repairs completed on time	NA	100%	96%	96%	97%	↑
Non-emergency repairs completed on time	NA	77%	74%	80%	80%	↔
All repairs completed on time*	77%	80%*	77%	83%	83%	↔
Average time taken to complete all non-emergency repairs	NA	40 days	50 days	44 days	48 days	NA
Post Inspections	NA	10%	2%	6%	4%	↓

- *includes all jobs due from discontinued repair target times



Reactive Repairs – In-House

	March 25	Target	August	September	October	Direction of travel
No repairs in WIP	2,807	NA	2,412	1,843	1,700	NA
No of overdue	2,681	<10%WIP	1,405	1,106	914	↑
Emergency repairs completed on time	84%	100%	100%	100%	100%	↔
Non-emergency repairs completed on time	NA	77%	69%	77%	82%	↑
All repairs completed on time*	77%	80%*	72%	80%	84%	↑
Average time taken to complete all non-emergency repairs	76 days (Feb 2025)	NA	53 days	49 days	45 days	NA
Post Inspections	NA	10%	2%	6%	4%	↓

- *includes all jobs due from discontinued repair target times



Reactive Repairs – Sureserve

	March 25	Target	August	September	October	Direction of travel
No repairs in WIP	135	NA	103	135	140	NA
No of overdue	81	<10%WIP	15	21	17	↑
Emergency repairs completed on time	86%	100%	99%	96%	98%	↑
Non-emergency repairs completed on time	NA	77%	96%	93%	94%	↑
All repairs completed on time*	NA	80%*	97%	94%	96%	↑
Average time taken to complete all non-emergency repairs	NA	NA	7 days	6 days	6 days	NA
Post Inspections	NA	10%	5%	5%	6%	↑

- *includes all jobs due from discontinued repair target times



Reactive Repairs – Other Contractors

	March 25	Target	August	September	October	Direction of travel
No repairs in WIP	1,133	NA	1016	894	820	NA
No of overdue	102	<10%WIP	332	297	318	↓
Emergency repairs completed on time	97%	100%	76%	85%	84%	↓
Non-emergency repairs completed on time	NA	77%	76%	76%	71%	↓
All repairs completed on time*	NA	80%*	76%	76%	72%	↓
Average time taken to complete all non-emergency repairs	NA	NA	57 days	44 days	80 days	NA
Post Inspections	NA	10%	0%	9%	3%	↓

- *includes all jobs due from discontinued repair target times



Damp and Mould

	March 25	Target	August	September	October	Direction of travel
No surveys in WIP	NA	NA	26	16	16	NA
No of overdue surveys	27	<10%WIP	4	6	4	↑
Inspections completed within 14 days	67%	75%	55%	72%	86%	↑
Average time taken to complete damp and mould survey and issue inspection report	19 days	14 days	18 days	12 days	8 days	↑
No damp and mould repairs in WIP	875	NA	407	313	270	↑
No damp and mould repairs overdue	315	<10% WIP	241	169	92	↑
Emergency repairs completed on time	100%	100%	100%	No jobs	92%	↓
Non-emergency repairs completed on time	NA	77%	66%	66%	60%	↓
All repairs completed on time	NA	80%	66%	66%	62%	↓
Average time taken to complete all non-emergency repairs	NA	40 days	73 days	83 days	61 days	↑



Voids

	March 25	Target	August	September	October	Direction of travel
No voids in WIP	103	80 voids	68	61	50	↑
Average time to repair a TA void	13 days	15 calendar days	6 days	7 days	8 days	↓
Average time to repair a minor void	56 days	45 calendar days	32 days	43 days	26 days	↑
Average time to repair a major void	108 days	100 calendar days	85 days	98 days	90 days	↑
Average time to repair all voids	53 days	65 calendar days	43 days	58 days	42 days	↑
Average void time (key to key) all voids	79 days	80 days	54 days	56 days	67 days	↓



Customer Satisfaction

	March 25	Target	August	September	October	Direction of travel
Repairs satisfaction survey response rate	35%	25%	35%	32%	29%	↓
Repairs overall satisfaction	99%	75%	88%	88%	90%	↑



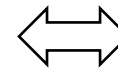
Planned Works

	Programme Completions 24.25	Annual Programme Reforecast	August	Sept	October	Direction of travel
Kitchen replacements YTD	219	254	20	24	28	↑
Bathroom replacements YTD	217	183	42	42	43	↑
Heating replacements YTD	248	285	107	143	165	↑
Window replacements YTD	167 (windows and doors combined)	264	32	44	91	↑
Roofing replacements YTD	44	130	67	67	71	↑
External refurbishments YTD	NA	940	0	47	112	↑
WH SHF Upgrades YTD	369 properties (over 2 years)	128 properties (year 1/273 overall prog)	6	19	29	↑



Asset Management

	March 25	Target	August	September	October	Direction of travel
% of properties meeting DH standard (incl refusals)	94.62%	100% at year end	97.3%	98.81%	98.81%	↑
No properties failing to meet DH standard (incl refusals)	325	0 at year end	173	69	69	↑
Average SAP rating for all properties surveyed	C	C by 2030	C	C	C	



Stock Condition

	March 25	Target	August	September	October	Direction of travel
% of properties with a stock survey	NA	>90%	91%	92%	94%	↑
No properties with no stock survey	NA	NA	497	444	358	NA
% of properties with a stock survey completed within 5 years	NA	>90%	87%	88%	90%	↑
No of properties with a survey over 5 years old	NA	NA	734	681	595	NA
No stock surveys completed YTD	1,868	1,876 by end of year	445	496	581	↑
% of annual stock survey programme completed	106%	100% by year end	32%	26%	31%	↑
% of properties with an HHSRS survey completed within 5 years	NA	100%	87%	88%	90%	↑
Total No outstanding HHSRS actions	26	No Target	4	8	4	NA
No outstanding HHSRS category 1 actions (A-C)	2	No Target	0	0	0	NA



Housing Services Performance



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Allocations and Lettings Call Handling

	Target	August	September	October
Total calls offered	NA	766	809	788
Number of calls Handled and Interflowed	NA	738	782	688
% of calls Handled and Interflowed	>80%	96%	97%	87%
% of abandoned calls	<10%	4%	3%	13%



Housing Options

Criteria	Of which	August	September	October
No in Temporary Accommodation		70	73	49
	Family	43	36	30
	Single	27	37	19
	Nightly paid	21	19	9
	Our stock	49	54	40
No of new homeless approaches		166	141	143
No of active homelessness cases		247	213	224
No of rough sleepers		6	4	10



Allocations

	Of which	August	September	October
Number of complete housing register applications waiting for assessment		400	354	289
Oldest application waiting assessment		28/04/2025	12/06/2025	13/08/2025
Number on the housing register		1008	962	897
	Band 1	125	109	88
	Band 2	317	284	240
	Band 3	446	439	435
	Band 4	120	130	134
Offers made during the month		60	58	83
	SKDC	41	30	66
	Housing association	19	28	17
Properties advertised during the month		43	54	75
	SKDC	27	43	54
	Housing Association	16	11	21



Tenancy management

	Of which	August	September	October
Number of ASB cases		19	9	8
Number of new ASB reports		37	20	34
Number of sign ups		35	34	47
Number of terminations		43	14	23
Number of RTBs		2	0	0
Number of successions		9	4	6
Number of Mutual exchanges		2	1	3
Number of active Legal cases		4	5	7
Number of tenancy checks				
	6 weeks	25	32	31
	9 months	19	22	17
Number of evictions		0	0	0
Number of notices issued				
	NTQ	12	5	7
	CPNw	0	0	4
	CPN	0	0	0
	NOSP	0	4	2
Number of MESNE accounts		18	16	18



Compliance

	September 2025			October 2025		
	Compliant	Non-Compliant	% Compliant	Compliant	Non-Compliant	% Compliant
Legionella	33	0	100%	33	0	100%
Gas	4,588	22	99.52%	4,591	19	99.58%
EICR	5,629	216	96.30%	5,641	201	96.56%
Asbestos	222	0	100%	222	0	100%
FRA	150	0	100%	150	0	100%
Lifts	12	1	92.31%	12	1	92.31%
Smoke/CO	5,845	0	100%	5,842	0	100%

Gas Remedial Actions

	September 2025	October 2025
Total number of outstanding actions	14	16



Compliance – FRA Remedial Actions

	October 2025
Total number of outstanding actions	572
High	6
Medium	149
Low	312
Advisory recommendations	105
Actions closed in October	275
Actions closed in April - September	520
Total Actions Closed in 2025/26	795

