



Thursday, 5 February 2026

Report of Councillor Virginia Moran,
Cabinet Member for Housing

Housing Performance Data December 2025

Report Author

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Purpose of Report

To present the Housing Overview and Scrutiny Committee with the Housing Performance Data to 31 December 2025.

Recommendations

The Committee is asked 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Does the report contain any exempt or confidential information not for publication?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 A151 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

- There has been an impact on performance in December which is primarily due to contractors not working over the Christmas period.
- Number of outstanding repairs has reduced from 4,075 in March 2025 to 2,943 in December 2025.
- The number of overdue repairs has reduced from 2,276 in March 2025 to 1,411 in December 2025.
- 95% of emergency repairs were completed on time in December 2025.

Damp and Mould

- The performance on inspections completed within 14 calendar days has improved to 93% in December 2025 compared with 67% in March 2025.
- The average time to complete and issue the damp and mould inspection report was 5 days in December 2025.
- There are currently 205 outstanding repairs of which 72 are overdue (these figures are also included in the reactive repairs data).
- The performance on emergency repairs improved to 100% in December 2025.

Voids

- The number of void properties has reduced from 103 in March 2025 to 55 in December 2025.
- The average time to repair all void properties has reduced from 53 days in March 2025 to 30 days in December 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 61 days in December 2025.

Asset Management and Stock Condition

- Excluding properties where tenants have refused works 99.59% of Council owned dwellings currently meet the Decent Homes Standard.
- 95% of Council owned dwellings have a stock condition survey, the Council is working with its contractor, Impart Links, to undertake the remaining 272 surveys.
- 91% 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 507 surveys which are over 5 years old.

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

- At 31 December 2025 the number of housing register applications waiting for assessment had reduced to 237.

- The number of applicants on the housing register has remained at 897 when compared with October 2025 however there has been a reduction in applicants in bands 1 and 2 in December when compared with October.
- 122 offers of Housing to people on the register during November and December.
- The number of ASB cases has reduced from 13 in October 2025 to 10 in December 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) – 100% compliant with required inspections.
- Gas Safety Inspections – 99.39%. There are 28 properties without a Gas Safety Certificate, this number has increased when compared with November due to the Christmas period and there being fewer weeks available to undertake the checks.
- Electrical Inspections – compliance has increased to 96.80%. 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 December the team completed 320 actions. At 31 December 2025 the number of outstanding actions are as follows:

- High – 0
- Medium – 118
- Low – 315
- Advisory – 170

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. Other Options Considered

- 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