

# Technical Services – December 2025



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KESTEVEN  
DISTRICT  
COUNCIL



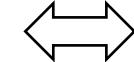
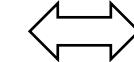
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# Repairs Call Handling

KPI	March 25	Target	October	November	December	Direction of travel
<b>Total calls offered</b>	2079	NA	2,159	2,446	1,802	NA
<b>Number of calls Handled and Interflowed</b>	1903	NA	2,047	2,220	1,692	NA
<b>% of calls Handled and Interflowed</b>	91%	>90%	94%	90%	93%	
<b>% of abandoned calls</b>	9%	<10%	6%	10%	7%	
<b>Average Speed of Answer</b>	0:00:59	NA	0:00:01	0:02:47	0:02:01	NA
<b>Average Handling Time</b>	0:03:00	NA	0:02:43	0:03:13	0:03:31	NA



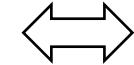
# Reactive Repairs – All Repairs

	March 25	Target	October	November	December	Direction of travel
No repairs in WIP	4,075	NA	2,660	2,731	2,943	NA
No of overdue	2,276	<10%WIP	1,249	1,231	1,411	
Emergency repairs completed on time	NA	100%	97%	95%	95%	
Non-emergency repairs completed on time	NA	77%	80%	81%	74%	
All repairs completed on time*	77%	80%*	83%	84%	78%	
Average time taken to complete all non-emergency repairs	NA	40 days	48 days	44 days	35 days	NA
Post Inspections	NA	10%	4%	13%	13%	

- \*includes all jobs due from discontinued repair target times



# Reactive Repairs – In-House

	March 25	Target	October	November	December	Direction of travel
No repairs in WIP	2,807	NA	1,700	1,717	1,857	NA
No of overdue	2,681	<10%WIP	914	891	976	
Emergency repairs completed on time	84%	100%	100%	99%	99%	
Non-emergency repairs completed on time	NA	77%	82%	81%	76%	
All repairs completed on time*	77%	80%*	84%	84%	80%	
Average time taken to complete all non-emergency repairs	76 days (Feb 2025)	NA	45 days	44 days	36 days	NA
Post Inspections	NA	10%	4%	14%	13%	

- \*includes all jobs due from discontinued repair target times



# Reactive Repairs – Sureserve

	March 25	Target	October	November	December	Direction of travel
No repairs in WIP	135	NA	140	175	224	NA
No of overdue	81	<10%WIP	17	43	83	
Emergency repairs completed on time	86%	100%	98%	95%	97%	
Non-emergency repairs completed on time	NA	77%	94%	84%	64%	
All repairs completed on time*	NA	80%*	96%	90%	78%	
Average time taken to complete all non-emergency repairs	NA	NA	6 days	6 days	9 days	NA
Post Inspections	NA	10%	6%	10%	10%	

- \*includes all jobs due from discontinued repair target times



# Reactive Repairs – Other Contractors

	March 25	Target	October	November	December	Direction of travel
No repairs in WIP	1,133	NA	820	662	660	NA
No of overdue	102	<10%WIP	318	282	330	
Emergency repairs completed on time	97%	100%	84%	33%**	67%	
Non-emergency repairs completed on time	NA	77%	71%	78%	75%	
All repairs completed on time*	NA	80%*	72%	77%	75%	
Average time taken to complete all non-emergency repairs	NA	NA	80 days	74 days	64 days	NA
Post Inspections	NA	10%	3%	11%	13%	

- \*includes all jobs due from discontinued repair target times

\*\* this performance relates to 3 jobs, 2 jobs were not completed within the agreed timeframe



# Damp and Mould

	March 25	Target	October	November	December	Direction of travel
No surveys in WIP	NA	NA	16	12	21	NA
No of overdue surveys	27	<10%WIP	4	1	3	⬇️
Inspections completed within 14 days	67%	75%	86%	94%	93%	⬇️
Average time taken to complete damp and mould survey and issue inspection report	19 days	14 days	8 days	6 days	5 days	⬆️
No damp and mould repairs in WIP	875	NA	270	253	205	⬆️
No damp and mould repairs overdue	315	<10% WIP	92	65	72	⬇️
Emergency repairs completed on time	100%	100%	92%	98%	100%	⬆️
Non-emergency repairs completed on time	NA	77%	60%	82%	92%	⬆️
All repairs completed on time	NA	80%	62%	86%	92%	⬆️
Average time taken to complete all non-emergency repairs	NA	40 days	61 days	48 days	34 days	⬆️



# Voids

	March 25	Target	October	November	December	Direction of travel
No voids in WIP	103	80 voids	50	49	55	
Average time to repair a TA void	13 days	15 calendar days	8 days	10 days	9 days	
Average time to repair a minor void	56 days	45 calendar days	26 days	27 days	19 days	
Average time to repair a major void	108 days	100 calendar days	90 days	78 days	72 days	
Average time to repair all voids	53 days	65 calendar days	42 days	40 days	30 days	
Average void time (key to key) all voids	79 days	80 days	67 days	63 days	61 days	



# Customer Satisfaction

	March 25	Target	October	November	December	Direction of travel
Repairs satisfaction survey response rate	35%	25%	29%	36%	29%	
Repairs overall satisfaction	99%	75%	90%	84%	85%	



# Planned Works

	Programme Completions 24.25	Annual Programme Reforecast	October	November	December	Direction of travel
Kitchen replacements YTD	219	332	28	87	156	
Bathroom replacements YTD	217	242	43	108	121	
Heating replacements YTD	248	292	165	178	221	
Window replacements YTD	167 (windows and doors combined)	294	91	153	193	
Roofing replacements YTD	44	85	71	76	82	
External refurbishments YTD	NA	524	112	209	322	
WH SHF Upgrades YTD	369 properties (over 2 years)	128 properties (year 1/273 overall prog)	29	53	61	



# Asset Management

	March 25	Target	October	November	December	Direction of travel
% of properties meeting DH standard (incl refusals)	94.62%	100% at year end	98.81%	99.37%	99.59%	
No properties failing to meet DH standard (incl refusals)	325	0 at year end	69	37	24	
% of properties EPC C or above	57.88%	No target	63%	63%	58%	NA
Average SAP rating for all properties surveyed	C	C by 2030	C	C	C	



# Stock Condition

	March 25	Target	October	November	December	Direction of travel
% of properties with a stock survey	NA	>90%	94%	95%	95%	↔
No properties with no stock survey	NA	NA	358	302	272	NA
% of properties with a stock survey completed within 5 years	NA	>90%	90%	91%	91%	↔
No of properties with a survey over 5 years old	NA	NA	595	539	507	NA
No stock surveys completed YTD	1,868	1,876 by end of year	581	636	668	↑
% of annual stock survey programme completed	106%	100% by year end	31%	34%	36%	↑
% of properties with an HHSRS survey completed within 5 years	NA	100%	90%	91%	91%	↔
Total No outstanding HHSRS actions	26	No Target	4	4	3	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	October	November	December
Total calls offered	NA	788	766	552
Number of calls Handled and Interflowed	NA	688	711	535
% of calls Handled and Interflowed	>80%	87%	93%	97%
% of abandoned calls	<10%	13%	7%	3%



# Housing Options

Criteria	Of which	October	November	December
No in Temporary Accommodation		49	48	51
	Family	19	19	19
	Single	30	29	32
	Nightly paid	9	5	7
	Our stock	40	46	44
No of new homeless approaches		143	113	89
No of active homelessness cases		224	202	202
No of rough sleepers		10	6	4
No of successful homeless outcomes		36	37	31



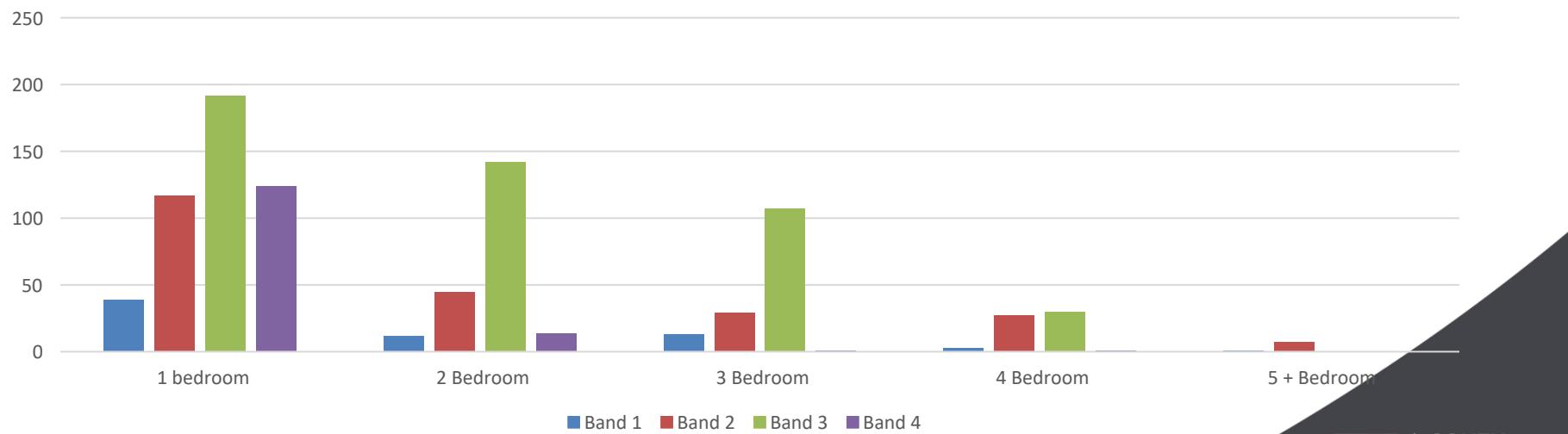
# Allocations

	Of which	October	November	December
Number of complete housing register applications waiting for assessment		289	249	237
Oldest application waiting assessment		13/08/2025	10/09/2025	11/11/2025
Number on the housing register		897	912	897
	Band 1	88	82	60
	Band 2	240	248	236
	Band 3	435	447	461
	Band 4	134	135	140
Offers made during the month		83	75	47
	SKDC	66	61	31
	Housing association	17	14	16
Properties advertised during the month		75	30	20
	SKDC	54	22	20
	Housing Association	21	8	0

# Bedroom need by band as of 26<sup>th</sup> January 2026

Bedroom need	Band 1	Band 2	Band 3	Band 4	Total
1 bedroom	39	117	192	124	472
2 Bedroom	12	45	142	14	213
3 Bedroom	13	29	107	1	150
4 Bedroom	3	27	30	1	61
5 + Bedroom	1	7	0	0	8
Total	68	225	471	140	904

Bedroom Need by Band



# Tenancy management

	Of which	October	November	December
Number of ASB cases		13	8	10
Number of new ASB reports		31	24	19
Number of sign ups		47	42	34
Number of terminations		23	16	14
Number of RTBs		0	2	0
Number of successions		6	2	2
Number of Mutual exchanges		3	3	1
Number of active Legal cases		7	6	9
Number of tenancy checks				
6 weeks checks due		28	33	37
6 week checks completed		31	32	29
9 month checks due		30	21	38
9 month checks completed		17	18	30
Number of evictions		0	5	1
Number of notices issued				
NTQ		7	9	9
CPNw		4	2	4
CPN		0	0	1
NOSP		2	0	0
Number of MESNE accounts		18	17	16

# Glossary

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- ASB = Anti Social Behaviour
- CPN = Community protection Notice
- CPNw = Community Protection Notice Warning
- NOSP = Notice of Seeking Possession
- NTQ = Notice to Quit
- RTB = Right to buy
- MESNE = this is when a person is occupying a property, liable for use an occupation charges, but is not a tenant. This can occur after an unsuccessful succession for example.

# Compliance

	November 2025			December 2025		
	Compliant	Non-Compliant	% Compliant	Compliant	Non-Compliant	% Compliant
Legionella	33	0	100%	33	0	100%
Gas	4,587	23	99.50%	4,582	28	99.39%
EICR	5,644	198	96.61%	5,654	187	96.80%
Asbestos	222	0	100%	222	0	100%
FRA	150	0	100%	150	0	100%
Lifts	13	0	100%	13	0	100%
Smoke/CO	5,842	0	100%	5,841	0	100%



# Compliance – FRA Remedial Actions

	December 2025
<b>Total number of outstanding actions</b>	<b>603</b>
High	0
Medium	118
Low	315
Advisory recommendations	170
Actions closed in December	320
Actions closed in April - November	980
<b>Total Actions Closed in 2025/26</b>	<b>1,300</b>



# Housing Compliance – Gas Remedial Actions

	October	November	December
Total number of remedial actions reported during the month	26	20	17
Total remedial actions closed	10	11	7
Total number of remedial actions Outstanding	<b>16</b>	<b>25</b>	<b>35</b>
Cumulative total of remedial actions closed	10	21	28



# Housing Compliance – EICR Remedial Actions

	October	November	December
Total number of remedial actions reported during the month	77	38	17
Total remedial actions closed	44	38	2
Total number of remedial actions Outstanding	33	33	48
Cumulative total of remedial actions closed	44	82	84

- C1 and C2 remedial actions are completed/made safe on site. The remedial actions outstanding relate to non-urgent repairs or parts that need replacing.

