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Housing Performance Report – Q3 (Oct-Dec 2025)

Stock, HPS, Housing Management, Rents, Complaints



The colours indicate whether we are on target (green = on/exceeding target, yellow = almost hitting target, red = not hitting target). Non-targeted measures are grey/white.
 The colours in the five individual quarters columns indicate whether the "realistic" target has been hit for that particular quarter.
 The colours in the good target/realistic target columns indicate whether the year to date figure is on track to meet these targets.
 Figures are correct based on the data available at the time of writing.

Stock profile	Q3 (24/25)	Q4 (24/25)	Q1 (25/26)	Q2 (25/26)	This quarter	Year to date	Last year end
Overall residential stock	8754	8728	8688	8652	8643	8642 (-85)	8728 (-46)
Stock change due to new builds/acquisitions	+2	0	+4	0	9	+13	+2
Stock change due to Right to Buy sales	-9	-26	-43	-36	-18	-97	-47
Other stock changes (e.g. leased out/back in)	-5 / +4	-2 / +2	-3 / +2	0	0	-1	-1

	Repairs & Maintenance	Q3 (24/25)	Q4 (24/25)	Q1 (25/26)	Q2 (25/26)	This quarter	Year to date	'Good' target	'Realistic' target
RM1	New repairs raised (EOH, RR1/3/7, R30)	9870	11404	8592	9063	10167	27,822	n/a	n/a
RM2	Repairs in progress at Q end (EOH, RR1/3/7, R30)	1936	1718	1498	1658	2011	1,658	n/a	n/a
RM3	Total repairs completed (EOH, RR1/3/7, R30)	8986	10904	8650	8739	9737	27,126	n/a	n/a
RM4	Right to Repair (1/3/7 day) repairs completed	3859	3894	2257	2462	3358	8,077 (897/m avg)	n/a	n/a
RM5	Standard (30 day) repairs completed	4794	6565	6067	5945	6085	18,097 (2,011/m avg)	n/a	n/a
RM6	Right to Repairs completed within timescale	95.88%	97.00%	96.85%	96.18%	97.68%	96.99%	95%	85%
RM7	Standard repairs completed within timescale	83.48%	82.80%	82.76%	96.32%	94.74%	91.24%	95%	70%
RM8	Avg <u>calendar</u> days to complete standard repairs	29.77	23.88	18.75	14.57	16.45	16.60	n/a	n/a
RM9	Avg <u>calendar</u> days to complete all repairs (RR1/3/7, R30)	17.20	15.54	13.99	10.68	10.98	11.84	n/a	n/a
RM10	Avg working days to complete RR1s	0.53	0.61	0.54	0.52	0.48	0.51	1 day	1 day
RM11	Avg working days to complete standard repairs (R30s)	21.04	16.55	12.74	10.26	11.71	11.58	22 days	26 days

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RM12	Avg working days to complete all repairs (RR1/3/7, R30)	12.17	10.79	9.51	7.53	7.82	8.26	12 days	15 days
RM13	Appointments made and kept (internal R30s)	80.58%	73.81%	74.07%	79.37%	79.68%	77.71%	98%	85%
RM15	Tenants satisfied with quality of repair work (survey sent with R30 appointment letter)	89.0%	86.7%	91.6%	89.8%	90.6%	90.7%	-	-
RM16	Tenants satisfied with updates/communication during repairs (as above - survey with apt letter)	84.9%	84.3%	88.0%	83.8%	82.3%	84.4%	-	-
RM17	Average EPC/SAP rating (in-date & expired EPCs)	C	C	C	69.7 (C)	69.7 (C)	C	C	C
RM18	Average EPC/SAP rating (in-date EPCs only)	-	-	-	68.8 (D)	68.9 (D)	D	C	C
RM19	Properties with an in-date survey A-C	-	-	-	52.3%	52.6%	52.6%	-	-
RM20	Properties with an in-date survey C and below	-	-	-	47.7%	47.4%	47.4%	-	-

	 Disrepair claims	Q3 (24/25)	Q4 (24/25)	Q1 (25/26)	Q2 (25/26)	This quarter	Year to date	'Good' target	'Realistic' target
DC1	Budget (full year is £475,734)	-	-	£118,934	£118,934	£118,934	£356,801	n/a	n/a
DC2	Expenditure	-	-	£104,231	£96,763	£49,821	£250,815	n/a	n/a
DC3	Amount under/over budget	-	-	-£14,702	-£22,171	-£69,113	-£105,985	under budget	under budget
DC4	Live disrepair cases at end of quarter	-	-	85	77	96	96	n/a	n/a
DC5	New disrepair cases opened during quarter	-	-	20	19	51	90	n/a	n/a
DC6	Disrepair cases closed during quarter	-	-	19	27	32	78	n/a	n/a

	 Voids	Q2 (24/25)	Q3 (24/25)	Q4 (24/25)	Q1 (25/26)	This quarter	Year to date	'Good' target	'Realistic' target
V1	Voids (all)	471 (5.38%)	455 (5.21%)	402 (4.63%)	382 (4.41%)	350 (4.05%)	350 (4.05%)	1.8%	3.5%

	 Lettings	Q3 (24/25)	Q4 (24/25)	Q1 (25/26)	Q2 (25/26)	This quarter	Year to date	'Good' target	'Realistic' target
L2	Households from CBC housing register successfully nominated to and housed with housing associations	17	35	19	16	21	56	n/a	n/a
L3	Lettings placed due to urgent or higher medical needs	32	60	62	43	54	159	n/a	n/a

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L4	Number of evictions	1 (0 ASB, 1 arrears)	6 (0 ASB, 6 arrears)	4 (0 ASB, 4 arrears)	6 (1 ASB, 5 arrears)	6 (3 ASB, 3 arrears)	16 (4 ASB, 12 arrears)	n/a	n/a
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 Personal Housing Plans	Q3 (24/25)	Q4 (24/25)	Q1 (25/26)	Q2 (25/26)	This quarter	Year to date	'Good' target	'Realistic' target
Personal Housing Plans completed (visit/phone)	151	297	251	254	191	696	n/a	n/a
Cases where a potential tenancy support need has been identified via PHP visit/call	16 (10.6%)	19 (6.4%)	23 (9.2%)	28 (11.7%)	17 (8.9%)	68 (9.8%)	n/a	n/a

 Housing Management	Q3 (24/25)	Q4 (24/25)	Q1 (25/26)	Q2 (25/26)	This quarter	Year to date	'Good' target	'Realistic' target
New ASB cases opened	73	111	85	87	65	237 (26/m)	n/a	n/a
New ASB cases which involved hate discrimination	2	3	6	3	1	10	n/a	n/a
Live ASB cases at quarter end	123	132	123	114	108	108	n/a	n/a
Home tenancy visits & new tenancy visits (includes completed/attempted/declined visits)	511 (inc 393 complete)	575 (inc 431 complete)	501 (inc 388 complete)	406 (inc 325 complete)	398 (inc 307 complete)	1,305 (145/m) (inc 1020 complete)	1750	1500
Households provided with tenancy support (new cases opened and cases live at quarter end)	82 new 247 live	81 new 250 live	78 new 253 live	74 new 218 live	79 new 211 live	79 new 211 live	n/a	n/a

 Rents & Arrears	Q3 (24/25)	Q4 (24/25)	Q1 (25/26)	Q2 (25/26)	This quarter	Year to date	'Good' target	'Realistic' target
Rent roll collected per quarter (excluding balance brought forward)	99.45%	98.88%	100.65%	99.93%	99.31%	99.97%	99.50%	98.63%
Current tenant arrears cases	+265	-434	+341	+246	+344	4697 running total	n/a	n/a
Former tenant arrears cases	+61	+80	+79	-28	+33	1840 running total	n/a	n/a

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RA4	Current tenant arrears increase / decrease	£3,958 increase	£165,773 decrease	£97,872 increase	£18,526 decrease	£18,663 decrease	£2,293,041	n/a	n/a
RA5	Former tenant arrears increase / decrease	£64,239 increase	£64,302 increase	£77,755 increase	£6,025 decrease	£107,964 increase	£1,735,934	n/a	n/a
RA6	Current tenant arrears cumulative total	£2,398,131	£2,232,358	£2,330,230	£2,311,704	£2,293,041	£2,311,704	n/a	n/a
RA7	Former tenant arrears cumulative total	£1,491,938	£1,556,240	£1,633,995	£1,627,970	£1,735,934	£1,627,970	n/a	n/a
RA8	Arrears written off	£531	£7,156	£-17,848	£72,426	£8,398	£62,976	n/a	n/a

 Complaints		Q3 (24/25)	Q4 (24/25)	Q1 (25/26)	Q2 (25/26)	This quarter	Year to date	'Good' target	'Realistic' target
Housing Ombudsman definition housing complaints (excludes homelessness, PSH, other)									
C1	Complaints received (stage 1)	-	-	93	104	97	294	n/a	n/a
C2	Complaints received (stage 2)	-	-	19	24	22	65	n/a	n/a
C3	Acknowledged within timescale (S1 & S2)	-	-	99.12%	99.22%	100%	99.45%	100%	98%
C4	Stage 1 complaints responded to within timescales (including extensions)	-	-	86.0%	61.5%	89.69%	78.57%	95%	85%
C5	Stage 2 complaints responded to within timescales (including extensions)	-	-	78.9%	70.8%	81.82%	76.92%	95%	85%
C6	S1 extensions applied during the month	-	-	35 (37.6%)	12 (11.5%)	14 (14.43%)	61 (20.75%)	n/a	n/a
C7	S2 extensions applied during the month	-	-	12 (63.2%)	4 (16.7%)	2 (9.09%)	18 (27.69%)	n/a	n/a

Comments

Q1 write offs: This was a reverse write-off amount. We had written off some arrears which were then later paid (for example if former tenants' arrears which had previously been written off are later cleared to get re-housed, this creates a credit on the accounts which is not correct and so a reverse write off is required). We do get these fairly often, but usually these reverse write offs are offset against any current write offs we put through. (Explanation from LP.)