

## Agenda Item 5



### Housing Performance Report - Q2 - Jul-Sep 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.

<b>Stock profile</b>	Q2 (24/25)	Q3 (24/25)	Q4 (24/25)	Q1 (25/26)	This quarter	Year to date	Last year end
Overall residential stock	8762	8754	8728	8688	<b>8652</b>	8652 (-76)	8728 (-46)
Stock change due to new builds/acquisitions	0	+2	0	+4	<b>0</b>	+4	+2
Stock change due to Right to Buy sales	-5	-9	-26	-43	<b>-36</b>	-79	-47
Other stock changes (e.g. leased out/back in)	0	-5 / +4	-2 / +2	-3 / +2	<b>0</b>	-1	-1

<b>Repairs &amp; Maintenance</b>	Q2 (24/25)	Q3 (24/25)	Q4 (24/25)	Q1 (25/26)	This quarter	Year to date	'Good' target	'Realistic' target
RM1 New repairs raised (EOH, RR1/3/7, R30)	9031	9870	11404	8592	<b>9063</b>	17,655	n/a	n/a
RM2 Repairs in progress at Q end (EOH, RR1/3/7, R30)	2024	1936	1718	1498	<b>1658</b>	1,658	n/a	n/a
RM3 Total repairs completed (EOH, RR1/3/7, R30)	8873	8986	10904	8650	<b>8739</b>	17,389	n/a	n/a
RM4 Right to Repair (1/3/7 day) repairs completed	3320	3859	3894	2257	<b>2462</b>	4,719 (787/m avg)	n/a	n/a
RM5 Standard (30 day) repairs completed	5210	4794	6565	6067	<b>5945</b>	12,012 (2,002/m avg)	n/a	n/a
RM6 Right to Repairs completed within timescale	92.74%	95.88%	97.00%	96.85%	<b>96.18%</b>	96.50%	95%	85%
RM7 Standard repairs completed within timescale	69.14%	83.48%	82.80%	82.76%	<b>96.32%</b>	89.47%	95%	70%
RM8 Avg calendar days to complete standard repairs	43.09	29.77	23.88	18.75	<b>14.57</b>	16.68	n/a	n/a
RM9 Avg calendar days to complete all repairs (RR1/3/7, R30)	27.14	17.20	15.54	13.99	<b>10.68</b>	12.32	n/a	n/a
RM10 Avg working days to complete RR1s	0.82	0.53	0.61	0.54	<b>0.52</b>	0.53	1 day	1 day
RM11 Avg working days to complete standard repairs (R30s)	29.93	21.04	16.55	12.74	<b>10.26</b>	11.51	22 days	26 days

## Agenda Item 5

RM12	Avg working days to complete all repairs (RR1/3/7, R30)	18.86	12.17	10.79	9.51	7.53	8.51	12 days	15 days
RM13	Appointments made and kept (internal R30s)	75.26%	80.58%	73.81%	74.07%	79.37%	76.68%	98%	85%
RM15	Tenants satisfied with quality of repair work (survey sent with R30 appointment letter)	89.5%	89.0%	86.7%	91.6%	89.8%	90.8%	-	-
RM16	Tenants satisfied with updates/communication during repairs (as above - survey with apt letter)	89.9%	84.9%	84.3%	88.0%	83.8%	86.0%	-	-
RM17	Average EPC/SAP rating (in-date EPCs only)	C	C	C	C	69.7 (C)	C	C	C
RM18	Average EPC/SAP rating (in-date & expired EPCs)	-	-	-	-	68.8 (D)	D	C	C
RM19	Properties with an in-date survey A-C	-	-	-	-	52.3%	52.3%	-	-
RM20	Properties with an in-date survey C and below	-	-	-	-	47.7%	47.7%	-	-

	 <b>Disrepair claims</b>	Q2 (24/25)	Q3 (24/25)	Q4 (24/25)	Q1 (25/26)	This quarter	Year to date	'Good' target	'Realistic' target
DC1	Budget (full year is £475,734)	-	-	-	£118,934	£118,934	£237,867	n/a	n/a
DC2	Expenditure	-	-	-	£104,231	£96,763	£200,995	n/a	n/a
DC3	Amount under/over budget	-	-	-	-£14,702	-£22,171	-£36,872	under budget	under budget
DC8	Live disrepair cases at end of quarter	-	-	-	85	77	77	n/a	n/a
DC9	New disrepair cases opened during quarter	-	-	-	20	19	39	n/a	n/a
DC10	Disrepair cases closed during quarter	-	-	-	19	27	46	n/a	n/a

	 <b>Voids</b>	Q2 (24/25)	Q3 (24/25)	Q4 (24/25)	Q1 (25/26)	This quarter	Year to date	'Good' target	'Realistic' target
V1	Voids (all)	443 (5.1%)	471 (5.38%)	455 (5.21%)	402 (4.63%)	382 (4.41%)	382 (4.41%)	1.8%	3.5%

	 <b>Lettings</b>	Q2 (24/25)	Q3 (24/25)	Q4 (24/25)	Q1 (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	13	17	35	19	16	35	n/a	n/a

## Agenda Item 5

L3	Lettings placed due to urgent or higher medical needs	32	32	60	62	<b>43</b>	105	n/a	n/a
L4	Number of evictions	4 (2 ASB, 2 arrears)	1 (0 ASB, 1 arrears)	6 (0 ASB, 6 arrears)	4 (0 ASB, 4 arrears)	6 (1 ASB, 5 arrears)	10 (1 ASB, 9 arrears)	n/a	n/a

HH6	 Personal Housing Plans	Q2 (24/25)	Q3 (24/25)	Q4 (24/25)	Q1 (25/26)	This quarter	Year to date	'Good' target	'Realistic' target
	Personal Housing Plans completed (visit/phone)	229	151	297	250	<b>239</b>	489	n/a	n/a
	Cases where a potential tenancy support need has been identified via PHP visit/call	31 (13.5%)	16 (10.6%)	19 (6.4%)	23 (9.2%)	<b>28 (11.7%)</b>	51 (10.4%)	n/a	n/a

NH1	 Housing Management	Q2 (24/25)	Q3 (24/25)	Q4 (24/25)	Q1 (25/26)	This quarter	Year to date	'Good' target	'Realistic' target
	New ASB cases opened	84	73	111	86	<b>77</b>	163 (27/m)	n/a	n/a
NH2	New ASB cases which involved hate discrimination	1	2	3	6	<b>3</b>	9	n/a	n/a
NH3	Live ASB cases at quarter end	130	123	132	123	<b>114</b>	114	n/a	n/a
NH4	Home tenancy visits & new tenancy visits (includes completed/attempted/declined visits)	314 (inc 256 complete)	511 (inc 393 complete)	575 (inc 431 complete)	478 (inc 372 complete)	<b>398 (inc 317 complete)</b>	899 (150/m) (inc 705 complete)	1750	1500
NH5	Households provided with tenancy support (new cases opened and cases live at quarter end)	87 new 232 live	82 new 247 live	81 new 250 live	78 new 253 live	<b>74 new 218 live</b>	74 new 218 live	n/a	n/a

RA1	 Rents & Arrears	Q2 (24/25)	Q3 (24/25)	Q4 (24/25)	Q1 (25/26)	This quarter	Year to date	'Good' target	'Realistic' target
	Rent roll collected per quarter (excluding balance brought forward)	102.28%	99.45%	98.88%	100.65%	<b>99.93%</b>	100.29%	99.50%	98.63%
RA2	Current tenant arrears cases	+82	+265	-434	+341	<b>+246</b>	4353 running total	n/a	n/a

## Agenda Item 5

RA3	Former tenant arrears cases	73	+61	+80	+79	-28	1807 running total	n/a	n/a
RA4	Current tenant arrears increase / decrease	£87,908 decrease	£3,958 increase	£165,773 decrease	£97,872 increase	£18,526 decrease	£2,311,704	n/a	n/a
RA5	Former tenant arrears increase / decrease	£57,315 increase	£64,239 increase	£64,302 increase	£77,755 increase	£6,025 decrease	£1,627,970	n/a	n/a
RA6	Current tenant arrears cumulative total	£2,394,173	£2,398,131	£2,232,358	£2,330,230	£2,311,704	£2,311,704	n/a	n/a
RA7	Former tenant arrears cumulative total	£1,427,699	£1,491,938	£1,556,240	£1,633,995	£1,627,970	£1,627,970	n/a	n/a
RA8	Arrears written off	£0	£531	£7,156	-£17,848	£72,426	£54,578	n/a	n/a

	Complaints	Q2 (24/25)	Q3 (24/25)	Q4 (24/25)	Q1 (25/26)	This quarter	Year to date	'Good' target	'Realistic' target
<b>Housing Ombudsman definition housing complaints (excludes homelessness, PSH, other)</b>									
C5	Complaints received (stage 1)	100	107	111	92	103	195	n/a	n/a
C6	Complaints escalated to stage 2	16	23	22	19	24	43	n/a	n/a
C7	Complaints escalated to Housing Ombudsman	3	2	3	1	6	7	n/a	n/a
C8	S1 complaints responded to within timescales	67.33%	65.15%	84.95%	64.52%	41.82%	52.22%	n/a	n/a
C9	S2 complaints responded to within timescales	15.91%	31.82%	86.36%	60.00%	68.12%	64.86%	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.)