

Housing Landlord Services - Key Performance Indicator Report

Q4 2024/25

		2023/24				2024/25						2023/2024 ALMOs and Council's stock <15,000					
RESULT TYPE		Q1 Jun 2023	Q2 Sep 2023	Q3 Dec 2023	Q4 Mar 2024	Q1 Jun 2024	Q2 Sep 2024	Q3 Dec 2024	Q4 Mar 2025	TREND	GOOD IS	SDC TARGET	PERFORMANCE AGAINST SDC TARGET	PERFORMANCE COMPARED TO PEER AVERAGE	COUNCIL PLAN PI	COMMENTARY	
DELIVERING SAFE, DECENT HOMES FOR TENANTS																	
S1	% of homes with a stock condition survey within the last 5 years	Snapshot	-	-	42.4%	38.5%	28.3%	27.4%	31.5%	34.3%		HIGH	>90%	SDC Target not met			<p>S1 - 273 surveys were undertaken in Q4 2024/25 and the team are actioning a revised Improvement Plan to work through the backlog of stock condition surveys. In addition to those that will be undertaken by the in-house team, 1,300 outstanding stock condition surveys have been passed to an external provider to be completed by end of Q2 to support us achieving the targets in the revised Improvement Plan.</p> <p>S4 - At the end of Q4 we had 134 properties overdue their electrical check. Of these, 48 properties have refused access and these have been referred to the tenancy team for support with gaining access. A further 53 properties require consumer unit replacements. Part of this work requires the installation of isolation switches by the distribution network operator, which is delaying completion of the consumer unit replacement works. Another 20 properties required remedial works following an unsatisfactory check.</p> <p>S7 - Work is being undertaken on the remedial FRA actions that are showing as overdue. Of the 325 FRA actions overdue, 4 are high risk relating to mobility scooter storage and the team are working on solutions to resolve the issue.</p>
S2	% of homes non-compliant with the Decent Homes Standard	Snapshot	-	-	-	3.3%	3.3%	3.8%	3.8%	3.7%		LOW	<5%	SDC Target met	2.54%		
S3	% of homes for which all required gas safety checks have been carried out	Snapshot	99.97%	99.97%	99.97%	99.87%	99.92%	99.89%	100.00%	99.97%		HIGH	100% (>98%)	SDC Target Tolerance met	99.94%	CW2.7a	
S4	% of homes with an in-date satisfactory 10yr electrical certificate	Snapshot	97.90%	97.80%	98.10%	98.70%	98.70%	99.10%	97.29%	97.90%		HIGH	100% (>98%)	SDC Target not met		CW2.7b	
S5	% of communal areas with an in-date satisfactory 5yr electrical certificate	Snapshot	79.7%	91.8%	93.5%	98.8%	100.0%	100.0%	100.0%	100.0%		HIGH	100%	SDC Target met		CW2.7c	
S6	% of homes for which all required fire risk assessments (FRAs) are in-date	Snapshot	100.0%	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%		HIGH	100%	SDC Target met	100.00%	CW2.7f	
S7	Number of outstanding FRA remedial actions that are overdue	Snapshot	-	-	-	-	0	438	369	325		LOW	0	SDC Target not met			
S8	% of homes for which required CO detectors are in-date	Snapshot	-	53.1%	76.6%	87.6%	94.7%	97.7%	98.0%	99.1%		HIGH	100% (>98%)	SDC Target Tolerance met			
S9	% of homes for which required smoke alarms are in-date	Snapshot	-	54.3%	80.1%	84.5%	94.5%	96.0%	97.5%	98.6%		HIGH	100% (>98%)	SDC Target Tolerance met			
S10	% of homes for which all required asbestos surveys have been carried out	Snapshot	98.1%	44.5%	95.1%	100.0%	100.0%	100.0%	100.0%	100.0%		HIGH	100%	SDC Target met	100%	CW2.7e	
S11	% of homes for which all required legionella risk assessments have been carried out	Snapshot	96.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		HIGH	100%	SDC Target met	100%	CW2.7d	
S12	% of required lift safety checks that have been completed	Snapshot	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		HIGH	100%	SDC Target met	100%		
DELIVERING AN EFFICIENT REPAIRS AND MAINTENANCE SERVICE																	
R1	% of emergency repairs responded to within policy target	Year to Date	95.0%	95.5%	98.3%	92.7%	TBC	90.4%	94.4%	95.8%		HIGH	95%	SDC Target met	95.7%		<p>R1/R2 - The repairs service moved to a new IT system partway through Q1 2024/25. As a result significant data cleansing has been needed. This has mainly been completed, with the exception of Q1 which will be carried out in May.</p> <p>R3/R4/R5 - The team have experienced a high volume of damp and mould cases during the last two quarters. A full process review is currently underway to ensure the team have sufficient resources and robust procedures going forward, particularly in light of new legal requirements coming into force in Oct 2025. Our current dataset requires considerable cleansing and checking of historical cases. To support this the Asset Team are currently contacting all tenants where damp cases were reported over 12 months ago.</p>
R2	% of non-emergency repairs responded to within policy target	Year to Date	75.4%	82.8%	87.4%	86.2%	TBC	86.5%	86.7%	87.7%		HIGH	85%	SDC Target met	82.3%		
R3	Damp and Mould live cases	Snapshot	-	-	173	366	359	418	553	687		LOW	<200				
R4	Damp and mould live cases as a percentage of stock	Snapshot	-	-	3.5%	7.4%	7.3%	8.4%	11.2%	13.9%		LOW	<4%		1.7%		
R5	Damp and mould live cases open >12 months	Snapshot	-	-	-	68	89	109	158	237		LOW	<20				
R6	% of homes EPC C and above	Snapshot	-	43.0%	43.1%	43.3%	43.8%	46.6%	45.8%	47.3%		HIGH				EC3.1a	

		2023/24				2024/25				TREND	GOOD IS	SDC TARGET	PERFORMANCE AGAINST SDC TARGET	PERFORMANCE COMPARED TO PEER AVERAGE	COUNCIL PLAN PI	COMMENTARY	
RESULT TYPE		Q1 Jun 2023	Q2 Sep 2023	Q3 Dec 2023	Q4 Mar 2024	Q1 Jun 2024	Q2 Sep 2024	Q3 Dec 2024	Q4 Mar 2025								
WELL GOVERNED, EFFICIENT AND FINANCIALLY VIABLE																	
V1	Current tenant rent arrears as a % of rent due	Snapshot	1.2%	1.2%	1.4%	1.3%	1.3%	1.5%	1.7%	1.7%		LOW	<1.5%	SDC Target not met	2.8%	<p>V1/ V2 - At year end we had 868 current residential tenancies in rent arrears, totalling £481,570. Additionally, 229 former residential tenancies remained in rent arrears totalling £220,857.</p> <p>V4 - 106 properties were void at 31st March, with 46 of these available to let. During 2024/25 a total of 305 void properties were let throughout the year.</p> <p>V5 to V8 - Void turnaround times remain higher than target. The majority of the void work programme are major voids with significant works required to get the properties back to a lettable standard. This impacts on the operational ability to carry out the void works within target times. Void turnaround times are lag indicators which are impacted by the turnaround of properties that have been in the void backlog for some time.</p>	
V2	Number of current tenancies in rent arrears	Snapshot			828	749	753	817	868		LOW						
V3	Average weekly void loss in quarter (rent and service charges)	Snapshot	£10,930	£10,244	£11,376	£11,660	£12,609	£12,980	£11,083	£11,623		LOW					
V4	Number of current voids	Snapshot	99	100	118	117	132	121	97	106		LOW					
V5	Average minor void relet time	Snapshot	98	60	59	69	57	96	64	72		LOW	44	SDC Target not met	60		CW2.2c
V6	% of minor voids over the re-let target time	Snapshot	93.0%	99.0%	99.0%	86.2%	62.5%	100.0%	77.4%	82.1%		LOW	<30%	SDC Target not met			
V7	Average major void relet time	Snapshot	101	101	94	137	109	119	95	105		LOW	97	SDC Target not met	97		CW2.2d
V8	% of major voids over the re-let target time	Snapshot	100.0%	100.0%	100.0%	100.0%	70.8%	60.0%	38.5%	60.9%		LOW	<30%	SDC Target not met			
DELIVERING SERVICES THAT MEET CUSTOMERS NEEDS AND EXPECTATIONS																	
C1	Number of complaints received in quarter	Snapshot	47	49	58	50	43	39	65	60		-				<p>C4 - This indicator shows no Ombudsman case requests during Q4. During 2024/25 there have been 4 determinations from the Ombudsman; 1 severe maladministration and maladministration, 1 maladministration, 1 service failure, and 1 not considered to be in the Ombudsman jurisdiction.</p> <p>C5 - During 2024/25 we have responded to 141 stage 1 complaints relating to LCRA properties (excluding leasehold and shared ownership). 125 were responded to within code timescales.</p> <p>C6 - A number of stage 2 complaints received during Q4 are still to be responded to and have not been included in this data. Of the 28 stage 2 complaints we have so far responded to, four were not responded to within code timescales.</p>	
C2	Number of stage 1 complaints per 1,000 properties	Snapshot	7.88	8.86	10.30	7.68	6.80	6.46	10.50	8.28		-			9.9		
C3	Number of stage 2 complaints per 1,000 properties	Snapshot	1.21	1.21	1.01	1.41	1.41	1.41	1.82	2.22		-			1.2		
C4	Number of Ombudsman case requests for complaint information	Snapshot	2	0	2	1	2	0	4	0		LOW					
C5	% of stage 1 complaints responded to within Housing Ombudsman Code timescales	Year to Date	76.9%	88.7%	88.7%	87.5%	88.2%	90.9%	92.2%	88.7%		HIGH	>90%	SDC Target not met	83.2%		78
C6	% of stage 2 complaints responded to within Housing Ombudsman Code timescales	Year to Date	100.0%	100.0%	100.0%	91.0%	100.0%	100.0%	95.7%	85.7%		HIGH	100.0%	SDC Target not met	83.3%		81
SUSTAINING TENANCIES AND SUPPORTING COMMUNITIES																	
T1	ASB Cases per 1,000 properties	Snapshot	15.2	13.89	8.08	19.83	10.2	11.4	13.6	13.2		-			10.1	<p>T3 - Three evictions took place during Q4, all for rent arrears.</p> <p>T4 - During Q4 2023/24 (a year ago) there were 76 new tenancies that started, 6 of these tenancies were terminated within 12 months and therefore were not sustained.</p> <p>T5 - During the last 12 months (Q1-Q4 2024/25) 5 311 tenancies were terminated which is 6.3% of total stock.</p>	
T2	ASB cases involving hate per 1,000 properties	Snapshot	0.2	0.4	0.2	0.6	0.2	0	0.4	0.0		-			0.25		
T3	Number of evictions	Snapshot	2	2	2	0	2	0	0	3		-					
T4	Tenancy turnover of properties (over previous 12 months)	Snapshot	6.5%	6.3%	5.9%	6.7%	5.9%	6.0%	5.9%	6.3%		LOW	<6%	SDC Target Tolerance met	6.5%		
T5	% of tenancies sustained for 12 months	Snapshot	91.6%	96.7%	93.8%	93.9%	94.6%	90.5%	92.8%	92.1%		HIGH	>90%	SDC Target met			