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Housing Performance Report – Q1 - Apr-Jun 2025



This report highlights the performance of some main functions in our Housing Service using performance indicators and management information.


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.

Occasionally, some records may be updated after the quarterly report is completed, therefore some of the figures from previous quarters may change slightly in future reports.


























Figures are correct based on the data available at the time of writing.

 Stock profile	Q1 (24/25)	Q2 (24/25)	Q3 (24/25)	Q4 (24/25)	This quarter	Year to date	Last year end
Overall residential stock	8767	8762	8754	8728	8691	8691 (-37)	8728 (-46)
Stock change due to new builds/acquisitions	0	0	+2	0	+4	+4	+2
Stock change due to Right to Buy sales	-7	-5	-9	-26	-43	-43	-47
Other stock changes (e.g. leased out/back in)	0	0	-5 / +4	-2 / +2	+2	+2	-1








 Repairs & Maintenance	Q1 (24/25)	Q2 (24/25)	Q3 (24/25)	Q4 (24/25)	This quarter	Year to date	'Good' target	'Realistic' target
RM1 New repairs raised (EOH, RR1/3/7, R30)	9515	9031	9870	11404	8592	8,592		
RM2 Repairs in progress at Q end (EOH, RR1/3/7, R30)	2840	2024	1936	1718	1498	1,498		
RM3 Total repairs completed (EOH, RR1/3/7, R30)	9150	8873	8986	10904	8650	8,650		
RM4 Right to Repair (1/3/7 day) repairs completed	3913	3320	3859	3894	2257	2,257 (752/m avg)		
RM5 Standard (30 day) repairs completed	4838	5210	4794	6565	6067	6,067 (2,022/m avg)		
RM6 Right to Repairs completed within timescale	90.90%	92.74%	95.88%	97.00%	96.85%	96.85%	95%	85%
RM7 Standard repairs completed within timescale	61.14%	69.14%	83.48%	82.80%	82.76%	82.76%	95%	70%
RM8 Avg <u>calendar</u> days to complete standard repairs	50.47	43.09	29.77	23.88	18.75	18.75		
RM9 Avg <u>calendar</u> days to complete all repairs (RR1/3/7, R30)	29.77	27.14	17.20	15.54	13.99	13.99		










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RM10	Avg working days to complete RR1s	2.18	0.82	0.53	0.61	0.54	0.54	1 day	1 day
RM11	Avg working days to complete standard repairs (R30s)	34.42	29.93	21.04	16.55	12.74	12.74	22 days	26 days
RM12	Avg working days to complete all repairs (RR1/3/7, R30)	20.31	18.86	12.17	10.79	9.51	9.51	12 days	15 days
RM13	Appointments made and kept (internal R30s)	78.3%	75.26%	80.58%	73.81%	74.07%	74.07%	98%	85%
RM14	Average EPC/SAP rating	C	C	C	C	C	C	C	C








	 Disrepair claims	Q1 (24/25)	Q2 (24/25)	Q3 (24/25)	Q4 (24/25)	This quarter	Year to date	'Good' target	'Realistic' target
Overall spend vs budget									
DC1	Budget per quarter (full year is £475,734)	-	-	-	-	£118,933.50	£118,933.50		
DC2	Overall disrepair spend per quarter	-	-	-	-	£104,231.00	£104,231.00		
DC3	Amount under/over budget per quarter	-	-	-	-	-£14,702	-£14,702	under budget	under budget
Financials for in-house DLC cases closed in the period									
DC4	Amount paid (damages)	-	-	-	-	£500.00	£500.00		
Financials for in-house non-DLC cases closed in the period									
DC5	Amount claimed (damages and costs)	-	-	-	-	£123,451.00	£123,451.00		
DC6	Amount paid (damages and costs)	-	-	-	-	£22,010.00	£22,010.00		
DC7	Financial saving against headline claim	-	-	-	-	£101,441.00	£101,441.00		
DLC case numbers (all in-house)									
DC8	Live disrepair cases at end of quarter	-	-	-	18	17	17		
DC9	New disrepair cases opened during quarter	4	1	2	4	2	2		
DC10	Disrepair cases closed during quarter	-	-	-	-	3	3		
Non-DLC case numbers (both in-house and Browne Jacobson)									
DC11	Live disrepair cases at end of quarter	-	-	-	80	69	69		
DC12	New disrepair cases opened during quarter	34	40	14	19	16	16		
DC13	Disrepair cases closed during quarter	-	-	-	-	27	27		

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	 Housing & Health	Q1 (24/25)	Q2 (24/25)	Q3 (24/25)	Q4 (24/25)	This quarter	Year to date	'Good' target	'Realistic' target
HH1	Number of households on the housing register	3005	2824	2955	3149	3193	3193		
HH5	Personal Housing Plans completed (visit/phone)	246	229	151	297	250	250		
HH6	Cases where a potential tenancy support need has been identified via PHP visit/call	15 (6.1%)	31 (13.5%)	16 (10.6%)	19 (6.4%)	23 (9.2%)	23 (9.2%)		










	 Lettings	Q1 (24/25)	Q2 (24/25)	Q3 (24/25)	Q4 (24/25)	This quarter	Year to date	'Good' target	'Realistic' target
L1	New tenancies for households new to CBC	43	63	56	90	126	126 (42/m)		
L2	Households from CBC housing register successfully nominated to and housed with housing associations	37	13	17	35	19	19		
L3	Lettings placed due to urgent or higher medical needs	36	32	32	60	62	62		
L4	Number of evictions	4 (1 ASB, 3 arrears)	4 (2 ASB, 2 arrears)	1 (0 ASB, 1 arrears)	6 (0 ASB, 6 arrears)	4 (0 ASB, 4 arrears)	4 (0 ASB, 4 arrears)		

	 Voids	Q1 (24/25)	Q2 (24/25)	Q3 (24/25)	Q4 (24/25)	This quarter	Year to date	'Good' target	'Realistic' target
V1	Voids (all)	436 (5.0%)	443 (5.1%)	471 (5.38%)	455 (5.21%)	402 (4.63%)	402 (4.63%)	1.8%	3.5%

	 Rents & Arrears	Q1 (24/25)	Q2 (24/25)	Q3 (24/25)	Q4 (24/25)	This quarter	Year to date	'Good' target	'Realistic' target
RA1	Rent roll collected per quarter (excluding balance brought forward)	99.10%	102.28%	99.45%	98.88%	100.65%	100.65%	99.50%	98.63%
RA2	Current tenant arrears cases	+58	+82	+265	-434	+341	4107 running total		
RA3	Former tenant arrears cases	+67	73	+61	+80	+79	1835 running total		
RA8	Arrears written off	£4,019	£0	£531	£7,156	£7,018	£7,018		

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	 Housing Management	Q1 (24/25)	Q2 (24/25)	Q3 (24/25)	Q4 (24/25)	This quarter	Year to date	'Good' target	'Realistic' target
NH1	New ASB cases opened	97	84	73	111	82	82 (27/m)		
NH2	New ASB cases which involved hate discrimination	3	1	2	3	6	6		
NH3	Live ASB cases at quarter end	123	130	123	132	123	123		
NH4	Home tenancy visits & new tenancy visits (includes completed/attempted/declined visits)	363 (inc 289 complete)	314 (inc 256 complete)	511 (inc 393 complete)	575 (inc 431 complete)	478 (inc 372 complete)	478 (159/m) (inc 372 complete)	1750	1500
NH5	Households provided with tenancy support (new cases opened and cases live at quarter end)	112 new 226 live	87 new 232 live	82 new 247 live	81 new 250 live	78 new 253 live	78 new 253 live		

	 Complaints	Q1 (24/25)	Q2 (24/25)	Q3 (24/25)	Q4 (24/25)	This quarter	Year to date	'Good' target	'Realistic' target
	Housing Ombudsman definition housing complaints (<u>excludes</u> waiting list, homelessness, PSH, other)								
C5	Complaints received (stage 1)	85	100	107	111	92	92		
C6	Complaints escalated to stage 2	17	16	23	22	19	19		
C7	Complaints escalated to Housing Ombudsman	2	3	2	3	1	1		
C8	S1 complaints responded to within timescales	0.3	67.33%	65.15%	84.95%	64.52%	64.52%		
C9	S2 complaints responded to within timescales	0.5	15.91%	31.82%	86.36%	60.00%	60.00%	