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Housing Performance Report – Q4 (Jan-Mar 2026)





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	Q4 (24/25)	Q1 (25/26)	Q2 (25/26)	Q3 (25/26)	This quarter	Year to date	Last year end
Overall residential stock	8728	8688	8652	8640	8632	8632 (-96)	8728 (-46)
Stock change due to new builds/acquisitions	0	+4	0	+6	+1	+11	+2
Stock change due to Right to Buy sales	-26	-43	-36	-18	-11	-108	-47
Other stock changes (e.g. leased out/back in)	-2 / +2 (0)	-4 / +3 (-1)	0	0	+2	-4 / +5 (+1)	-1


 Repairs & Maintenance	Q4 (24/25)	Q1 (25/26)	Q2 (25/26)	Q3 (25/26)	This quarter	Year to date	'Good' target	'Realistic' target
RM1 New repairs raised (EOH, EME, RR1/3/7, R30)	11404	8943	9403	10542	10853	39,741	n/a	n/a
RM2 Repairs in progress at Q end (EOH, EME, RR1/3/7, R30)	1718	1498	1834	2011	2355	2,355	n/a	n/a
RM3 Total repairs completed (EOH, EME, RR1/3/7, R30)	10904	8650	8739	9794	10040	37,223	n/a	n/a
RM4 (NEW) Emergency (1 day - EOH EME RR1) repairs completed	-	2030	2011	2742	3302	10085 (840/m avg)	n/a	n/a
RM5 (NEW) Non-emergency (RR3, RR7, R30) repairs completed	-	6620	6728	7052	6738	27138 (2,262/m avg)	n/a	n/a
RM6 (NEW) Emergency repairs completed within timescale	-	98.28%	98.16%	98.10%	98.55%	98.29%	95%	85%
RM7 (NEW) Non-emergency repairs completed within timescale	-	83.64%	95.88%	95.01%	80.31%	88.80%	95%	70%
RM8 Avg <u>calendar</u> days to complete standard repairs	23.88	18.75	14.57	16.45	21.43	17.79	n/a	n/a
RM9 Avg <u>calendar</u> days to complete all repairs (EME RR1/3/7 R30)	15.54	13.99	10.68	10.93	13.64	12.30	n/a	n/a
RM10 Avg working days to complete RR1s (inc EME)	0.61	0.54	0.52	0.49	0.63	0.55	1 day	1 day
RM11 Avg working days to complete standard repairs (R30s)	16.55	12.74	10.26	11.71	18.99	13.41	22 days	26 days
RM12 Avg working days to complete all repairs (EME RR1/3/7 R30)	10.79	9.51	7.53	7.78	12.13	9.29	12 days	15 days
RM13 Appointments made and kept (internal R30s)	73.81%	74.07%	79.37%	79.68%	81.48%	78.58%	98%	85%

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RM15	Tenants satisfied with quality of repair work (survey sent with R30 appointment letter)	86.7%	91.6%	89.8%	90.6%	87.6%	90.0%	-	-
RM16	Tenants satisfied with updates/communication during repairs (as above - survey with apt letter)	84.3%	88.0%	83.8%	82.2%	82.1%	83.9%	-	-
RM17	Average EPC/SAP rating (in-date & expired EPCs)	C	C	69.7 (C)	69.7 (C)	69.8 (C)	C	C	C
RM18	Average EPC/SAP rating (in-date EPCs only)	-	-	68.8 (D)	68.9 (D)	69.2 (C)	C	C	C
RM19	Properties with an in-date survey A-C	-	-	52.3%	52.6%	55.0%	55.0%	-	-
RM20	Properties with an in-date survey C and below	-	-	47.7%	47.4%	45.0%	45.0%	-	-


	 Disrepair claims	Q4 (24/25)	Q1 (25/26)	Q2 (25/26)	Q3 (25/26)	This quarter	Year to date	'Good' target	'Realistic' target
DC1	Budget (full year is £475,734)	-	£118,934	£118,934	£118,934	£118,934	£475,734	n/a	n/a
DC2	Expenditure	-	£92,420	£94,473	£63,923	£164,297	£415,113	n/a	n/a
DC3	Amount under/over budget	-	-£26,514	-£24,461	-£55,011	£45,364	-£60,621	under budget	under budget
DC4	Live disrepair cases at end of quarter	-	85	77	96	120	120	n/a	n/a
DC5	New disrepair cases opened during quarter	-	20	19	51	46	136	n/a	n/a
DC6	Disrepair cases closed during quarter	-	19	27	32	22	100	n/a	n/a


	 Voids	Q4 (24/25)	Q1 (25/26)	Q2 (25/26)	Q3 (25/26)	This quarter	Year to date	'Good' target	'Realistic' target
V1	Voids (all)	455 (5.21%)	402 (4.63%)	382 (4.41%)	350 (4.05%)	317 (3.67%)	317 (3.67%)	1.8%	3.5%

	 Lettings	Q4 (24/25)	Q1 (25/26)	Q2 (25/26)	Q3 (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	35	19	16	21	16	72	n/a	n/a
L3	Lettings placed due to urgent or higher medical needs	60	62	43	54	55	214	n/a	n/a
L4	Number of evictions	6 (0 ASB, 6 arrears)	4 (0 ASB, 4 arrears)	6 (1 ASB, 5 arrears)	6 (3 ASB, 3 arrears)	4 (1 ASB, 3 arrears)	20 (5 ASB, 15 arrears)	n/a	n/a

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 Personal Housing Plans		Q4 (24/25)	Q1 (25/26)	Q2 (25/26)	Q3 (25/26)	This quarter	Year to date	'Good' target	'Realistic' target
Personal Housing Plans completed (visit/phone)		297	251	254	191	236	932	n/a	n/a
HH6	Cases where a potential tenancy support need has been identified via PHP visit/call	19 (6.4%)	23 (9.2%)	28 (11.7%)	17 (8.9%)	27 (11.4%)	95 (10.2%)	n/a	n/a

 Tenancy Support		Q4 (24/25)	Q1 (25/26)	Q2 (25/26)	Q3 (25/26)	This quarter	Year to date	'Good' target	'Realistic' target
TS1	New tenancy support starting in the quarter	81	79	74	79	71	302	n/a	n/a
TS2	Live tenancy support at end of quarter	248	249	217	211	206	206	n/a	n/a
TS3	Tenancy support ending in the quarter	80	78	106	85	76	345	n/a	n/a
Actions & Outcomes - Full Cases									
TS4	Average duration of support ending in the Q (working days)	-	-	-	-	178	-	n/a	n/a
TS5	Rent balance difference between support starting and ending (for support ending in the quarter)	-	-	-	-	-£17,142	-	n/a	n/a
TS6	Actions and outcomes achieved during the quarter	-	-	-	-	918: 576 actions 342 outcomes	-	n/a	n/a
Actions & Outcomes - Drop Ins									
TS7	Number of support drop-ins closed in the quarter	-	-	-	-	79	-	n/a	n/a
TS8	Actions and outcomes achieved during the quarter	-	-	-	-	98: 24 actions 74 outcomes	-	n/a	n/a

 Housing Management		Q4 (24/25)	Q1 (25/26)	Q2 (25/26)	Q3 (25/26)	This quarter	Year to date	'Good' target	'Realistic' target
NH1	New ASB cases opened	111	83	88	69	94	334 (28/m)	n/a	n/a
NH2	New ASB cases which involved hate discrimination	3	4	2	1	4	11	n/a	n/a
NH3	Live ASB cases at quarter end	132	128	121	92	119	119	n/a	n/a

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NH4	Home tenancy visits & new tenancy visits (includes completed/attempted/declined visits)	575 (inc 431 complete)	506 (inc 389 complete)	413 (inc 326 complete)	397 (inc 308 complete)	277 (inc 246 complete)	1,593 (133/m) (inc 1,269 complete)	1750	1500
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RA1	 Rents & Arrears	Q4 (24/25)	Q1 (25/26)	Q2 (25/26)	Q3 (25/26)	This quarter	Year to date	'Good' target	'Realistic' target
RA2	Rent roll collected per quarter (excluding balance brought forward)	98.88%	100.65%	99.93%	99.31%	101.73%	100.40%	99.50%	98.63%
RA3	Current tenant arrears cases	-434	+341	+246	+344	-429	4353 running total	n/a	n/a
RA4	Former tenant arrears cases	+80	+79	-28	+33	-85	1403 running total	n/a	n/a
RA5	Current tenant arrears increase / decrease	£165,773 decrease	£97,872 increase	£18,526 decrease	£18,663 decrease	£77,036.93 decrease	£16,354 decrease	n/a	n/a
RA6	Former tenant arrears increase / decrease	£64,302 increase	£77,755 increase	£6,025 decrease	£107,964 increase	£290,893.31 decrease	£111,199 decrease	n/a	n/a
RA7	Current tenant arrears cumulative total	£2,232,358	£2,330,230	£2,311,704	£2,293,041	£2,216,004	£2,216,004	n/a	n/a
RA8	Former tenant arrears cumulative total	£1,556,240	£1,633,995	£1,627,970	£1,735,934	£1,445,041	£1,445,041	n/a	n/a
	Arrears written off	£7,156	-£17,848	£72,426	£8,398	£356,503	£419,479	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.)