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Housing Performance Report – Q1 (Apr-Jun 2026)

Stock, HPS, Housing Management, Rents, Complaints

CHESTERFIELD BOROUGH COUNCIL

The colours indicate whether we are on target in the quarter (green = on/exceeding target, yellow = in between minimum and target, red = not meeting minimum). Non-targeted measures are grey/white. Figures are correct based on the data available at the time of writing.

Stock profile	Q1 (25/26)	Q2 (25/26)	Q3 (25/26)	Q4 (25/26)	This quarter	Year to date	Last year end
Overall residential stock	8688	8652	8640	8632	**8634**	8634 (+2)	8728 (-46)
Stock change due to new builds/acquisitions	+4	0	+6	+1	**5**	+5	+2
Stock change due to Right to Buy sales	-43	-36	-18	-11	**-4**	-4	-47
Other stock changes (e.g. leased out/back in)	-4 / +3 (-1)	0	0	+2	**1**	+1	-1

	Repairs & Maintenance	Q1 (25/26)	Q2 (25/26)	Q3 (25/26)	Q4 (25/26)	This quarter	Year to date	Minimum	Target
RM1	New repairs raised (EOH, EME, RR1/3/7, R30)	8943	9403	10542	10853	**8807**	8,807	n/a	n/a
RM2	Repairs in progress at Q end (EOH, EME, RR1/3/7, R30)	1498	1834	2011	2355	**2741**	2,741	n/a	n/a
RM3	Total repairs completed (EOH, EME, RR1/3/7, R30)	8650	8739	9794	10040	**7835**	7,835	n/a	n/a
RM4	Emergency (1 day - EOH EME RR1) repairs completed	2030	2011	2742	3302	**2108**	2108 (703/m avg)	n/a	n/a
RM5	Non-emergency (RR3, RR7, R30) repairs completed	6620	6728	7052	6738	**5727**	5727 (1,909/m avg)	n/a	n/a
RM6	Emergency repairs completed within timescale	98.28%	98.16%	98.10%	98.55%	**98.48%**	98.48%	98%	100%
RM7	Non-emergency repairs completed within timescale	83.64%	95.88%	95.01%	80.31%	**74.04%**	74.04%	80%	95%
RM10	Avg working days to complete RR1s (inc EME)	0.54	0.52	0.49	0.63	**0.44**	0.44	1 day	1 day
RM11	Avg working days to complete standard repairs (R30s)	12.74	10.26	11.71	18.99	**21.89**	21.89	26 days	22 days
RM15	Tenants satisfied with quality of repair work (survey sent with R30 appointment letter)	91.6%	89.8%	90.6%	87.6%	**89.3%**	89.3%	85%	95%

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RM16	Tenants satisfied with updates/communication during repairs (as above - survey with apt letter)	88.0%	83.8%	82.2%	82.1%	**81.2%**	81.2%	80%	90%
RM17	Average EPC/SAP rating (in-date & expired EPCs)	C	69.7 (C)	69.7 (C)	69.8 (C)	**69.9 (C)**	C	C	C
RM18	Average EPC/SAP rating (in-date EPCs only)	-	68.8 (D)	68.9 (D)	69.2 (C)	**69.5 (C)**	C	C	C
RM19	Properties with an in-date survey A-C	-	52.3%	52.6%	55.0%	**57.6%**	57.6%	n/a	n/a
RM20	Properties with an in-date survey C and below	-	47.7%	47.4%	45.0%	**42.4%**	42.4%	n/a	n/a

	Disrepair claims	Q1 (25/26)	Q2 (25/26)	Q3 (25/26)	Q4 (25/26)	This quarter	Year to date	Minimum	Target
DC1	Budget (full year is £373,734)	£118,934	£118,934	£118,934	£118,934	**£93,434**	£373,734	n/a	n/a
DC2	Expenditure	£92,420	£94,473	£63,923	£164,297	**£205,810**	£205,810	n/a	n/a
DC3	Amount under/over budget	-£26,514	-£24,461	-£55,011	£45,364	**£112,377**	£112,377	under budget	under budget
DC4	Live disrepair cases at end of quarter	85	77	96	120	**116**	116	n/a	n/a
DC5	New disrepair cases opened during quarter	20	19	51	46	**25**	25	n/a	n/a
DC6	Disrepair cases closed during quarter	19	27	32	22	**29**	29	n/a	n/a

	Voids	Q1 (25/26)	Q2 (25/26)	Q3 (25/26)	Q4 (25/26)	This quarter	Year to date	Minimum	Target
V1	Voids (all)	402 (4.63%)	382 (4.41%)	350 (4.05%)	317 (3.67%)	**295 (3.42%)**	295 (3.42%)	under 2.5%	under 2.0%

	Lettings	Q1 (25/26)	Q2 (25/26)	Q3 (25/26)	Q4 (25/26)	This quarter	Year to date	Minimum	Target
L2	Households from CBC housing register successfully nominated to and housed with housing associations	43	17	22	32	**10**	10	n/a	n/a
L3	Lettings placed due to urgent or higher medical needs	62	43	54	55	**38**	38	n/a	n/a
L4	Number of evictions	4 (0 ASB, 4 arrears)	6 (1 ASB, 5 arrears)	6 (3 ASB, 3 arrears)	4 (1 ASB, 3 arrears)	**7 (2 ASB, 5 arrears)**	7 (2 ASB, 5 arrears)	n/a	n/a

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	Personal Housing Plans	Q1 (25/26)	Q2 (25/26)	Q3 (25/26)	Q4 (25/26)	This quarter	Year to date	Minimum	Target
HH5	Personal Housing Plans completed (visit/phone)	251	254	191	236	**243**	243	n/a	n/a
HH6	Cases where a potential tenancy support need has been identified via PHP visit/call	23 (9.2%)	28 (11.7%)	17 (8.9%)	27 (11.4%)	**21**	21 (8.6%)	n/a	n/a

	Tenancy Support	Q1 (25/26)	Q2 (25/26)	Q3 (25/26)	Q4 (25/26)	This quarter	Year to date	Minimum	Target
TS1	New tenancy support starting in the quarter	79	74	79	71	**73**	73	n/a	n/a
TS2	Live tenancy support at end of quarter	249	217	211	206	**208**	208	n/a	n/a
TS3	Tenancy support ending in the quarter	78	106	85	76	**71**	71	n/a	n/a

	Housing Management	Q1 (25/26)	Q2 (25/26)	Q3 (25/26)	Q4 (25/26)	This quarter	Year to date	Minimum	Target
NH1	New ASB cases opened	83	88	69	94	**83**	83 (28/m)	n/a	n/a
NH2	New ASB cases which involved hate discrimination	4	2	1	4	**2**	2	n/a	n/a
NH3	Live ASB cases at quarter end	128	121	92	119	**123**	123	n/a	n/a
NH4	Home tenancy visits & new tenancy visits (includes completed/attempted/declined visits)	506 (inc 389 complete)	413 (inc 326 complete)	397 (inc 308 complete)	277 (inc 246 complete)	**315 (inc 243 complete)**	315 (inc 243 complete)	1500	1750

	Rents & Arrears	Q1 (25/26)	Q2 (25/26)	Q3 (25/26)	Q4 (25/26)	This quarter	Year to date	Minimum	Target
RA2	Rent roll collected per quarter (excluding balance brought forward)	100.65%	99.93%	99.31%	101.73%	**102.68%**	102.68%	97.7%	100.0%
RA3	Current tenant arrears cases	+341	+246	+344	-429	**71**	4424 running total	n/a	n/a
RA4	Former tenant arrears cases	+79	-28	+33	-85	**-16**	1387 running total	n/a	n/a
RA5	Current tenant arrears increase / decrease	£97,872 increase	£18,526 decrease	£18,663 decrease	£77,036.93 decrease	**£5,146 increase**	£5,146 increase	n/a	n/a

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RA6	Former tenant arrears increase / decrease	£77,755 increase	£6,025 decrease	£107,964 increase	£290,893.31 decrease	**£30,286 increase**	£30,286 increase	n/a	n/a
RA7	Current tenant arrears cumulative total	£2,330,230	£2,311,704	£2,293,041	£2,216,004	**£2,221,150**	£2,221,150	n/a	n/a
RA8	Former tenant arrears cumulative total	£1,633,995	£1,627,970	£1,735,934	£1,445,041	**£1,475,327**	£1,475,327	n/a	n/a
	Arrears written off	-£17,848	£72,426	£8,398	£356,503	**£55,538**	£55,538	n/a	n/a

	Complaints	Q1 (25/26)	Q2 (25/26)	Q3 (25/26)	Q4 (25/26)	This quarter	Year to date	Minimum	Target
C1	Complaints received (stage 1)	93	104	98	**142**	**142**	142	n/a	n/a
C2	Complaints received (stage 2)	19	24	22	**26**	**21**	21	n/a	n/a
C3	Acknowledged within timescale (S1 & S2)	99.1%	99.2%	100.0%	**100.0%**	**100.0%**	100.0%	95%	100%
C4	Stage 1 complaints responded to within timescales (including extensions)	86.0%	61.5%	89.8%	**95.1%**	**97.9% *** (3 outstanding)	97.9% * (3 outstanding)	85%	95%
C5	Stage 2 complaints responded to within timescales (including extensions)	78.9%	70.8%	81.8%	**96.2%**	**76.2% *** (3 outstanding)	76.2% * (3 outstanding)	85%	95%
C6	S1 extensions applied during the month	35 (37.6%)	12 (11.5%)	14 (14.3%)	**23 (16.2%)**	**61 (43.0%)**	61 (43.0%)	n/a	n/a
C7	S2 extensions applied during the month	12 (63.2%)	4 (16.7%)	2 (9.1%)	**8 (30.8%)**	**8 (38.1%)**	8 (38.1%)	n/a	n/a

Comments

Complaints -

For complaints opened in Q1 26/27, there are three stage one complaints in progress and three stage two complaints in progress. All six were opened in June and are still within timescales at the time of this report being written.

For the purposes of this report, the "in progress" complaints have been classed as missing timescales (i.e. figures show worst case scenario). If any of these complaints are responded to within timescales, the final performance figures will be higher than shown on this report. The highest possible final result for the quarter is 100% for stage ones an 90.5% for stage twos.