

Landlord Services Performance Exceptions Report

Reporting period: 1 April 2025 to 30 April 2025

Ref.	Performance indicator	Apr-25	Target	Performance against target
SQ02	Percentage of homes with energy performance ratings of C or above	71.93%	75%	Target within tolerance
The Council secured grant funding worth £2,097,557 through the Warm Homes: Social Housing Fund in March 2025. Target to be met by 31 March 2026. A strategy to meet the 2030 EPC C target is in development.				
DE01	Percentage of homes that meet the Decent Homes Standard	94.69%	100%	Target not met
An external consultant has been procured to provide third party assurance on the improvements to our Decent Homes assessment process and data. A programme of works being developed to become compliant.				
HG01	Percentage of homes for which all required gas safety checks have been carried out	99.91%	100%	Target within tolerance
The gas no access process is being followed for the four non-compliant homes. As of 14 May 2025, gas safety checks have been completed for three of these homes. The remaining home has been referred to Legal and is scheduled for the next court hearing on 9 June 2025.				
HE01	Percentage of homes for which all required electrical installation condition reports have been carried out	97.34%	100%	Target within tolerance
The electrical no access process is being followed for the 127 non-compliant homes. A test case to take to court for warrant of entry is being prepared.				
HW01	Percentage of homes for which all required water (legionella) risk assessments have been carried out	89.34%	100%	Target not met
There are 63 non-compliant homes. 100% compliance would have been reached had access issues not been present at two Senior Living Scheme properties, Staff sickness resulted in the temporary risk assessment contractor being unable to book in with site in time to allow the required notice period for residents to access their homes. These two properties became non-compliant at the end of the month and were both visited by 2 May 2025.				
HW03	Number of overdue remedial actions from water (legionella) risk assessments	498	N/A	N/A
The Council remains committed to ensuring the safety and wellbeing of our tenants by addressing the remedial actions identified through legionella risk assessments across our housing stock. While there has been a delay in completing some of these actions, this is due to a strategic shift in our approach, prioritising the permanent removal of the hazard (stored water) rather than relying solely on mitigating the associated risks.				
This revised strategy focuses on converting water systems to mains-fed supplies, thereby eliminating the conditions that allow legionella bacteria to thrive. To support this, we initiated a procurement process to appoint a specialist contractor capable of delivering these conversions at scale. In the interim, a temporary contractor commenced works in May 2025, with the first four properties scheduled for completion by the end of June. These initial conversions will address 55 outstanding remedial actions.				
Looking ahead, once the new contractor is appointed through the procurement process, they will be tasked with completing all remaining works. We are targeting full completion of all remedial actions by March 2026. However, this timeline will be confirmed once the new contractor is in place and mobilisation is complete. In the interim we are enhancing our mitigations to minimise any risks.				

HS01	Percentage of homes for which all required smoke alarms have been installed	96.36%	100%	Target within tolerance
There are 174 non-complaint homes and a programme is in place to become compliant.				
IW01	Percentage of emergency responsive repairs completed within 2 hours (Ian Williams)	97.50%	100%	Target within tolerance
IW02	Percentage of non-emergency responsive repairs completed within 28 calendar days (Ian Williams)	92.10%	95%	Target within tolerance
IW03	Average number of days to complete non-emergency responsive repairs (Ian Williams)	15.5 calendar days	15 calendar days	Target within tolerance
The repairs contractor's current performance remains slightly below the agreed Key Performance Indicator (KPI) targets, it is still within the acceptable tolerance threshold. Encouragingly, there has been a noticeable upward trend in performance as the contractor continues to implement their agreed improvement plan. Council officers are maintaining close oversight of the contract, working collaboratively with the contractor to ensure sustained progress. This proactive management approach is helping to drive improvements and build confidence in the contractor's ability to meet performance expectations soon.				
IW05	Number of overdue responsive repairs (Ian Williams)	48	N/A	N/A
The number of overdue responsive repairs currently stands at 48. While any delay can understandably be a concern for the individual tenants affected, this relatively low figure demonstrates that the overall backlog remains well under control. The repairs team continues to monitor performance closely and is committed to driving this number down further. Officers are actively working to ensure overdue repairs are resolved promptly, with a clear focus on minimising delays and maintaining a high standard of service delivery.				
IW06	Percentage of respondents who report that they are satisfied with the last repair service received (Ian Williams)	82.73%	90%	Target not met
IW07	Percentage of respondents who report that the repair was completed on the first visit (Ian Williams)	70.00%	78%	Target not met
Tenant satisfaction with the most recent repair service stands at 83%, which is below the target of 90% but reflects a continued trend of improvement. This upward trajectory aligns with the contractor's improving performance, as evidenced by Key Performance Indicators (KPIs). A critical factor influencing tenant satisfaction is the perception that repairs are completed on the first visit. The contractor has made notable progress in this area, with an increasing number of repairs resolved during the initial visit. Additionally, efforts to enhance communication with tenants, particularly when follow-up visits are required, are contributing to a more positive service experience. These improvements are expected to support further gains in satisfaction levels over the coming months.				
AL02	Average number of working days to re-let a 'normal void' (empty) property	35 working days	25 working days	Target not met
AL02	Percentage of rent loss due to void (empty) properties	1.45%	1.30%	Target within tolerance
Current performance on void relet times stands at 35 working days, compared to the target of 25 working days. The overall trend continues to move in the right direction, with gradual reductions in turnaround times. The Council remains focused on delivering the actions to improve the average re-let time of void properties, which is driving ongoing improvements. In addition, the recruitment of a dedicated Voids Manager is underway, which will further strengthen operational oversight and support continued progress toward achieving target performance levels.				
CM05	Percentage of level two complaints responded to within 20 working days of the complaint received	90.00%	95%	Target not met
One out of ten level two complaints due was not responded to within 20 working days of the complaint received and was overdue by one working day.				