

# Landlord Services Performance Exceptions Report

Reporting period: 1 May 2025 to 31 May 2025

Ref.	Performance indicator	May-25	Target	Performance against target
HE01	Percentage of homes for which all required electrical installation condition reports have been carried out	97.78%	99.5%	Target within tolerance
As at 31 May 2025, there were 106 homes without a valid electrical installation condition report, reduced from 127 homes in April 2025. The approach to the non-compliant homes is being reviewed.				
HW03	Number of overdue remedial actions from water (legionella) risk assessments	498	N/A	N/A
The procurement process is underway and the target for completion of all remedial actions is by March 2026.				
HS01	Percentage of homes for which all required smoke alarms have been installed	97.08%	99.5%	Target within tolerance
As at 31 May 2025, there were 138 homes without valid smoke alarms, reduced from 174 homes in April 2025. The approach to the non-compliant homes is being reviewed.				
IW02	Percentage of non-emergency responsive repairs completed within 28 calendar days (Ian Williams)	93.54%	95%	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)	30	N/A	N/A
The number of overdue responsive repairs is 30. 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.				
IW07	Percentage of respondents who report that the repair was completed on the first visit (Ian Williams)	73.96%	78%	Target within tolerance
Repairs completed on the first visit and has increased by three percentage points since April 2025.				
AL02	Average number of working days to re-let a 'normal void' (empty) property	38 working days	25 working days	Target not met
AL02	Percentage of rent loss due to void (empty) properties	1.46%	1.30%	Target within tolerance
The teams remain focused on delivering the actions to improve the average re-let time of void properties. The recruitment of a dedicated Voids Manager is underway.				
TS02	Percentage of tenancy visits completed against a target of 200 visits completed per month	91.05%	95%	Target within tolerance
It is recognised as the new team settles there will be a fluctuation in performance whilst they are fully inducted.				