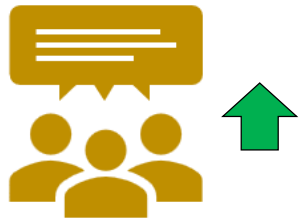
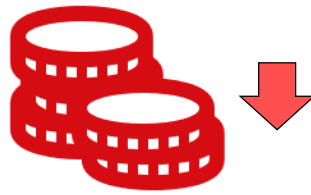


# Council housing performance

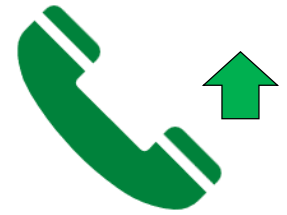
## Quarter 4 2025/26 (Jan to Mar 2026)



**77%**  
Complaint  
responses within  
10 working days



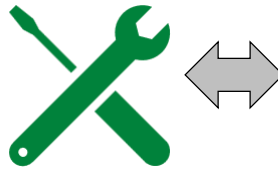
**92.49%**  
Rent collection  
rate



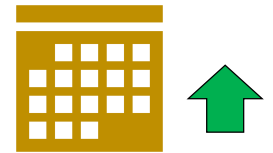
**89%**  
Customer  
services calls  
answered



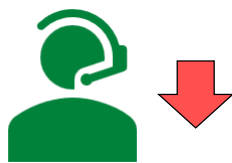
**48 days**  
Empty home  
re-let time



**98.0%**  
Emergency  
repairs within  
24 hours



**55.2%**  
Routine repairs  
within 28 days



**87%**  
Repairs  
helpdesk calls  
answered



**97.5%**  
Dwellings  
meeting Decent  
Homes  
standard

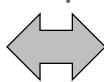


**100%**  
Gas safety  
compliance

Performance since previous quarter is:



Improved



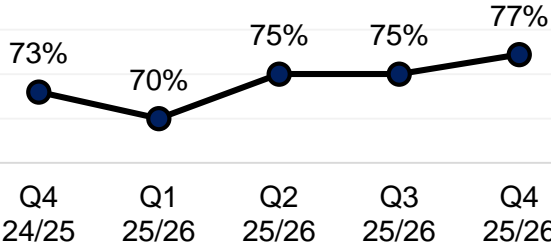
Same



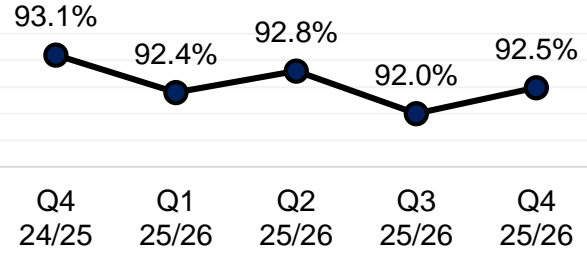
Poorer

# Council housing performance – trends up to Quarter 4 2025/26

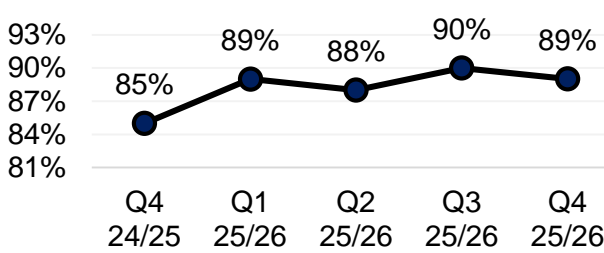
Stage one complaints responded to within 10 working days



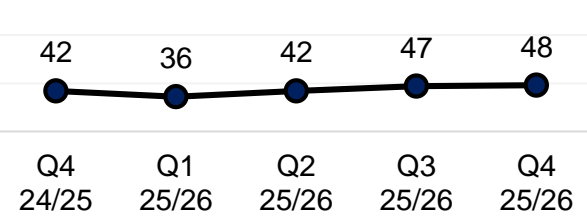
Rent collected from current council tenants



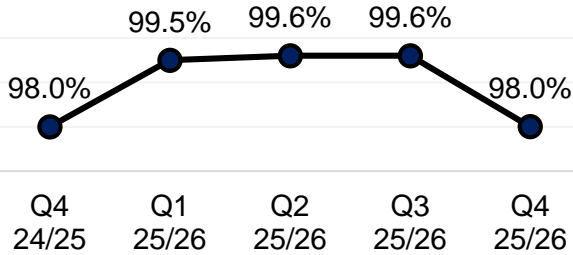
Calls answered by Housing Customer Services



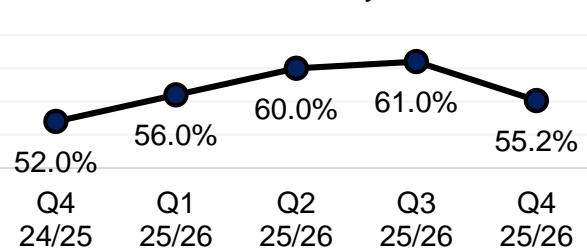
Average re-let time in calendar days excluding time spent in major works



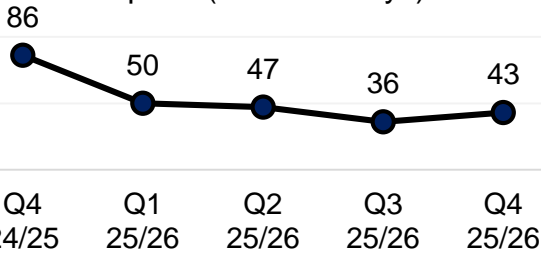
Emergency repairs completed within 24 hours



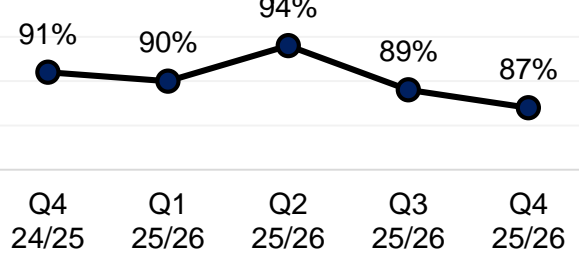
Routine repairs completed within 28 calendar days



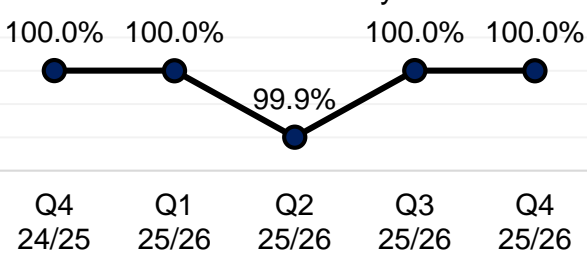
Average time to complete routine repairs (calendar days)



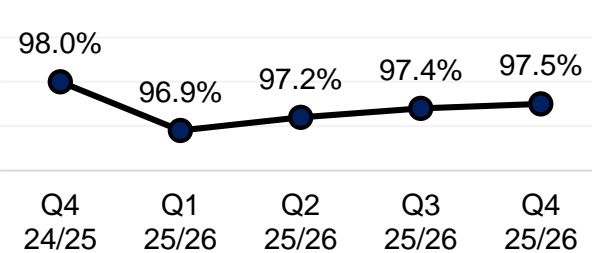
Calls answered by Repairs Helpdesk



Council homes with a valid Landlord's Gas Safety Record



Dwellings meeting Decent Homes Standard



## Quarter 4 2025/26 council housing performance – key trends

### Top scores (compared to target)

1. Calls answered by Housing Customer Services (89% vs 85% target)
2. Surveyed tenants satisfied with repairs: customer service (99.6% vs 96% target)
3. Surveyed tenants satisfied with repairs: standard of work (98.9% vs 96% target)
4. Calls answered by Repairs Helpdesk (87% vs 85% target)
5. Council homes with a valid Landlord's Gas Safety Record (100% vs 100% target)

### Bottom scores (compared to target)

1. Average time to complete routine repairs (43 days vs 15-day target)
2. Stage two complaints upheld (50% vs 18% target)
3. Average time to approve applications for adaptations (17 weeks vs 10-week target)
4. Routine repairs completed within 28 calendar days (55.2% vs 70% target)
5. Average re-let time excluding time spent in major works (48 days vs 42-day target)

### Biggest improvements (since previous quarter)

1. Lifts restored to service within 24 hours (89% to 93%)
2. Surveyed tenants satisfied with repairs: overall customer service (99.8% to 99.6%)
3. Rent collected from current council tenants (92.04% to 92.49%)
4. Dwellings meeting Decent Homes Standard (97.4% to 97.5%)

### Biggest drops (since previous quarter)







1. Average time to approve applications for disability adaptations (14 to 17 weeks)
2. Average days to complete routine repairs (36 to 43 days)
3. Stage two complaints upheld (45% to 50%)
4. Routine repairs completed within 28 calendar days (61.2% to 55.2%)
5. Calls answered by Repairs Helpdesk (89% to 87%)

# Housing performance report

## Quarter 4 2025/26

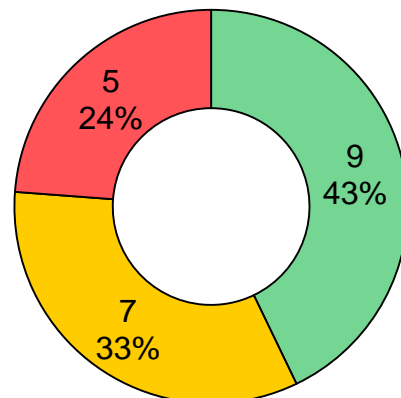
This report provides updates on performance indicators covering a wide range of housing services provided by Brighton & Hove City Council. The report presents results for Quarter 4 (Q4) of the 2025/26 financial year alongside year-end performance for the full 2025/26 financial year. Red, amber and green (RAG) ratings and trend arrows are used to show performance. Commentary has been included for all indicators that are red as well as any marked 'Corporate KPI.'

The ratings and trends for **Quarter 4 2025/26** are as follows:

|   |  |   |   |
|---|--|---|---|
|    | <b>Green – on target</b><br>(9 indicators)   |    | <b>Improved since last time</b><br>(8 indicators) |
|   | <b>Amber – near target</b><br>(7 indicators) |   | <b>Same as last time</b><br>(3 indicators)        |
|  | <b>Red – off target</b><br>(5 indicators)    |  | <b>Poorer than last time</b><br>(10 indicators)   |

### RAG rating for performance indicators (Q4 2025/26)

- 9 are green (on target)
- 7 are amber (near target)
- 5 are red (off target)



The ratings and trends for the **2025/26 financial year** are as follows:



**Green – on target**  
(11 indicators)



**Improved since last time**  
(9 indicators)



**Amber – near target**  
(6 indicators)



**Same as last time**  
(5 indicators)



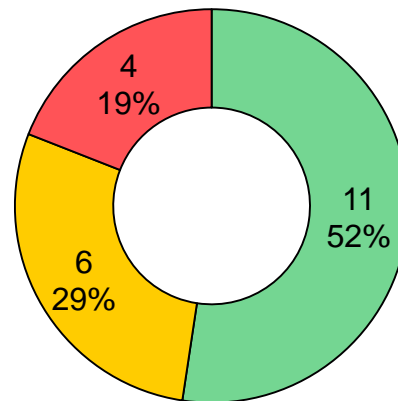
**Red – off target**  
(4 indicators)



**Poorer than last time**  
(7 indicators)










### RAG rating for performance indicators (2025/26)



- 11 are green (on target)
- 6 are amber (near target)
- 4 are red (off target)












| <b>Contents – performance areas</b>             | <b>Page</b>  |
|---|--------------|
| <b>Customer Feedback</b>                        | <b>8</b>     |
| Compliments received                            | 8            |
| Stage one complaints                            | 8            |
| Stage two complaints                            | 8            |
| <b>Private Sector Housing</b>                   | <b>9–10</b>  |
| Private sector homes improved                   | 9            |
| Houses in Multiple Occupation (HMOs)            | 9            |
| Property inspections completed                  | 9            |
| Requests for assistance (RFAs)                  | 9–10         |
| Private sector vacant dwellings returned to use | 10           |
| <b>Housing options and homelessness</b>         | <b>11–12</b> |
| Homelessness preventions                        | 11           |
| Homelessness acceptances                        | 11           |
| Social housing waiting list                     | 12           |
| Rough sleepers                                  | 12           |
| <b>Temporary accommodation</b>                  | <b>13</b>    |
| Households                                      | 13           |
| Rent collected                                  | 13           |
| Voids (empty dwellings)                         | 13           |
| Gas safety compliance (Seaside Homes)           | 13           |
| <b>Housing supply</b>                           | <b>14–16</b> |
| Additional council homes                        | 14           |
| Right to Buy sales                              | 15           |
| Other additional affordable homes               | 16           |

| <b>Contents – performance areas</b>               | <b>Page</b>  |
|---|--------------|
| <b>Council housing management</b>                 | <b>17–18</b> |
| Rent collected                                    | 17           |
| Universal Credit                                  | 17           |
| Tenants evicted                                   | 17           |
| Anti-social behaviour (ASB)                       | 17           |
| Calls and emails (Housing Customer Services)      | 18           |
| Re-let times                                      | 18           |
| Voids (empty dwellings)                           | 18           |
| <b>Council housing maintenance</b>                | <b>19–21</b> |
| Repairs completed in time                         | 19           |
| Calls, emails and online forms (Repairs Helpdesk) | 18           |
| Satisfaction with completed repairs               | 20           |
| Decent Homes Standard                             | 21           |
| Energy efficiency rating of council homes         | 21           |
| Gas safety compliance (council homes)             | 21           |
| Lift breakdowns                                   | 21           |
| Council housing adaptations                       | 21           |
| <b>Leaseholder disputes</b>                       | <b>22</b>    |

|  Customer feedback (all indicators in this table are for the financial year to date)  | Target (amber value)                                     | Q3 2025/26 | Q4 2025/26       | Status against target | Trend since last quarter  | 2024/25   | 2025/26          | Status against target | Trend since last year   |   |
|---|--|------------|------------------|-----------------------|---|---|------------------|-----------------------|---|---|
| 1.1   | Compliments received from customers                      | Info       | 109              | 159                   | -   | -   | 190              | 159                   | -   | -   |
| Overlapping themes covering the majority of the 159 customer compliments received during 2025/26 included polite, respectful and friendly interactions with staff (70%), clear updates, responsiveness and explanations (64%) and teamwork across services (53%).   |  |            |                  |                       |   |   |                  |                       |   |   |
| 1.2   | Stage one complaints responded to within 10 working days | 80% (70%)  | 77% (604 of 789) | 77% (781 of 1,012)    |    |    | 73% (611 of 838) | 77% (781 of 1,012)    |    |    |
| 1.3   | Stage one complaints upheld                              | Info       | 54% (425 of 789) | 53% (533 of 1,012)    | -   | -   | 49% (408 of 838) | 53% (533 of 1,012)    | -   | -   |
| The 1,012 Stage 1 complaints received during 2025/26 were most commonly about unhappiness with service delivery (26%), unhappiness with the outcome of a service request (25%) and delays completing repairs (19%). These were more likely to be upheld when they reflected gaps in service delivery, such as delayed responses to service requests, and less likely to be upheld when they related to disagreement with policies or procedures that were followed correctly.   |  |            |                  |                       |   |   |                  |                       |   |   |
| 1.4   | Stage two complaints responded to within 20 working days | Info       | 83% (111 of 134) | 78% (155 of 198)      | -   | -   | 57% (75 of 131)  | 78% (155 of 198)      | -   | -   |
| 1.5   | Stage two complaints upheld                              | 18% (20%)  | 45% (60 of 134)  | 50% (99 of 198)       |  |  | 51% (67 of 131)  | 50% (99 of 198)       |  |  |
| During 2025/26, 198 stage two complaints were investigated by the corporate Customer Feedback team, after they were escalated following the stage one response from the relevant housing service. These complaints were most commonly about unhappiness with the outcome of a service request (28%), unhappiness with service delivery (23%) and delays completing repairs (21%). The 99 stage two complaints which were then upheld (upheld or partly upheld) were more often about demonstrable problems with service delivery, such as delays completing repairs, whereas those not upheld more often reflected disagreement and dissatisfaction with decisions. |  |            |                  |                       |   |   |                  |                       |   |   |





|   <b>Private sector housing</b>   |   | Target<br>(amber<br>value) | Q3<br>2025/26 | Q4<br>2025/26 | Status<br>against<br>target | Trend<br>since last<br>quarter | 2024/25 | 2025/26 | Status<br>against<br>target | Trend<br>since last<br>year |
|---|---|----------------------------|---------------|---------------|-----------------------------|--------------------------------|---------|---------|-----------------------------|-----------------------------|
| 2.1   | <b>Corporate KPI:</b> Private sector homes improved by council intervention | Info                       | 37            | 64            | -                           | -                              | 213     | 179     | -                           | -                           |
| <p><b>Corporate update for 2025/26:</b> The number of private sector homes that have been improved due to council intervention was 179 between 1 April 2025 and 31 March 2026. This is a new indicator for 2025/26 and is currently being monitored without a target to establish a baseline ahead of setting a target for the next financial year. Public comparator data for other Local Authorities is not available. During the year we have continued to monitor the completion of works to ensure cases can be closed and interventions recorded. This has included prioritising Minimum Energy Efficiency Standards (MEES) cases which are falling short of the required energy efficiency standards to bring about improvements in these homes.</p> <p><b>Further information:</b> The result of 179 homes improved during 2025/26 breaks down as:</p> <ul style="list-style-type: none"> <li>• 105 closed requests for assistance where there were Category 1 or 2 Hazards in property</li> <li>• 12 where the Energy Performance Certificate (EPC) rating was improved to meet at least an E rating in line with MEES legislation</li> <li>• 62 Houses in Multiple Occupation (HMOs) where the special licence conditions were confirmed as met.</li> </ul> |   |                            |               |               |                             |                                |         |         |                             |                             |
| 2.2   | Total fully licensed Houses in Multiple Occupation (HMOs)                   | Info                       | 2,351         | 2,486         | -                           | -                              | 1,963   | 2,486   | -                           | -                           |
| 2.3   | Requests for assistance received (RFAs)                                     | Info                       | 110           | 125           | -                           | -                              | 599     | 450     | -                           | -                           |
| <p>The top categories for requests for assistance received during 2025/26 were dampness (31%) and disrepair to customer's home (21%).</p>   |   |                            |               |               |                             |                                |         |         |                             |                             |
| 2.4   | Property inspections completed  | Info                       | 386           | 345           | -                           | -                              | 651     | 1,093   | -                           | -                           |
| 2.5   | ... of which RFA visits   | Info                       | 27            | 43            | -                           | -                              | 180     | 115     | -                           | -                           |
| 2.6   | ... of which licensing visits   | Info                       | 359           | 302           | -                           | -                              | 471     | 978     | -                           | -                           |

|  <b>Private sector housing</b> |   | Target<br>(amber value) | Q3<br>2025/26      | Q4<br>2025/26     | Status<br>against<br>target   | Trend<br>since last<br>quarter  | 2024/25           | 2025/26             | Status<br>against<br>target   | Trend<br>since last<br>year   |
|---|---|-------------------------|--------------------|-------------------|---|---|-------------------|---------------------|---|---|
| 2.7   | RFA cases closed  | Info                    | 56                 | 83                | -   | -   | 367               | 265                 | -   | -   |
| 2.8   | Properties with Category 1 and 2 hazards resolved through informal actions        | Info                    | 100%<br>(22 of 22) | 95%<br>(36 of 38) | -   | -   | 95%<br>(60 of 63) | 95%<br>(100 of 105) | -   | -   |
| 2.9   | Properties with Category 1 and 2 hazards resolved through formal action           | Info                    | 0%<br>(0 of 22)    | 5%<br>(2 of 38)   | -   | -   | 5%<br>(3 of 63)   | 5%<br>(5 of 105)    | -   | -   |
| 2.10  | Private sector vacant dwellings (for more than one year) returned into occupation | 25 per quarter          | 65                 | 69                |  |  | 140               | 313                 |  |  |

| Housing options and homelessness |  | Target (amber value) | Q3 2025/26       | Q4 2025/26       | Status against target   | Trend since last quarter  | 2024/25            | 2025/26            | Status against target   | Trend since last year   |
|----------------------------------|--|----------------------|------------------|------------------|---|---|--------------------|--------------------|---|---|
| 4.1                              | <b>Corporate KPI:</b> Homelessness cases presenting during the prevention duty stage | 45% (37%)            | 41% (174 of 426) | 47% (219 of 462) |  |  | 32% (597 of 1,840) | 39% (794 of 2,050) |  |  |


**Corporate update for 2025/26:**

The proportion of homelessness cases presenting during the prevention duty stage was 38.7% (794 of 2,050) between 1 April 2025 and 31 March 2026. This is below target and slightly underperforms other Local Authorities within the South East of England (benchmark of 37.5%). During the previous quarter, work has continued to focus on early intervention, strengthen the prevention approach and continuing to build close working relationships with the services most likely used by people experiencing homelessness. Recruitment has now been completed to enhance the service to within the Housing Advice and Triage service, to further increase the work of the service to be moved into an early intervention space. The team has been going through a period of induction and training and have reduced the outstanding cases awaiting assessment, meaning focus can now move to early intervention work. Work in the coming quarter will continue to focus on exploring predictive analytics to improve early intervention, now the pilot has been completed and results are being analysed. As well as embedding the new staff and looking at how cases are triaged across the service.

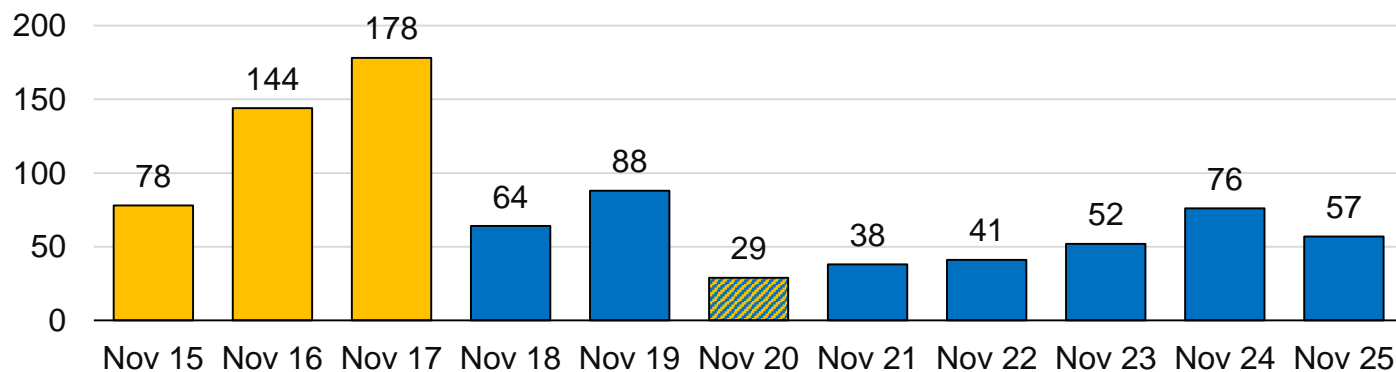
|     |   |           |                  |                  |   |   |                  |                  |   |   |
|-----|---|-----------|------------------|------------------|---|---|------------------|------------------|---|---|
| 4.2 | <b>Corporate KPI:</b> Homelessness prevention cases closed with a successful prevention outcome | 53% (52%) | 60% (122 of 204) | 65% (107 of 165) |  |  | 66% (410 of 625) | 61% (447 of 732) |  |  |
|-----|---|-----------|------------------|------------------|---|---|------------------|------------------|---|---|










**Corporate update for 2025/26:**

The proportion of homelessness prevention cases closed with a successful prevention outcome was 61.1% (447 of 732) between 1 April 2025 and 31 March 2026. Furthermore, there have been 107 early intervention cases with successful outcomes, in addition to the 447 successful prevention cases. The council's work to prevent homelessness continues to exceed target and outperform other Local Authorities within the South East of England (benchmark of 52.19%). The Homelessness and Rough Sleeper Strategy was adopted by Council in December 2025 and contains the action plan for 2025 to 2030 on how the Council will work with partners across the city to support residents experiencing homelessness and rough sleeping. There are key focus areas around early intervention, children, families and young people as well as work with those with multi compound needs. An early intervention strategy and working group sits underneath the action plan to develop the next steps to further increase our prevention of homelessness for residents.

|  <b>Housing options and homelessness</b> |  | Target (amber value) | Q3 2025/26 | Q4 2025/26 | Status against target | Trend since last quarter | 2024/25 | 2025/26 | Status against target | Trend since last year |
|--|--|----------------------|------------|------------|-----------------------|--------------------------|---------|---------|-----------------------|-----------------------|
| 4.3  | New households with a full housing duty accepted | Info                 | 189        | 173        | -                     | -                        | 601     | 665     | -                     | -                     |
| 4.4  | Number of households on the housing register     | Info                 | 5,866      | 6,046      | -                     | -                        | 6,422   | 6,046   | -                     | -                     |

**4.5 Rough sleeper estimates (yellow) and counts (blue)**



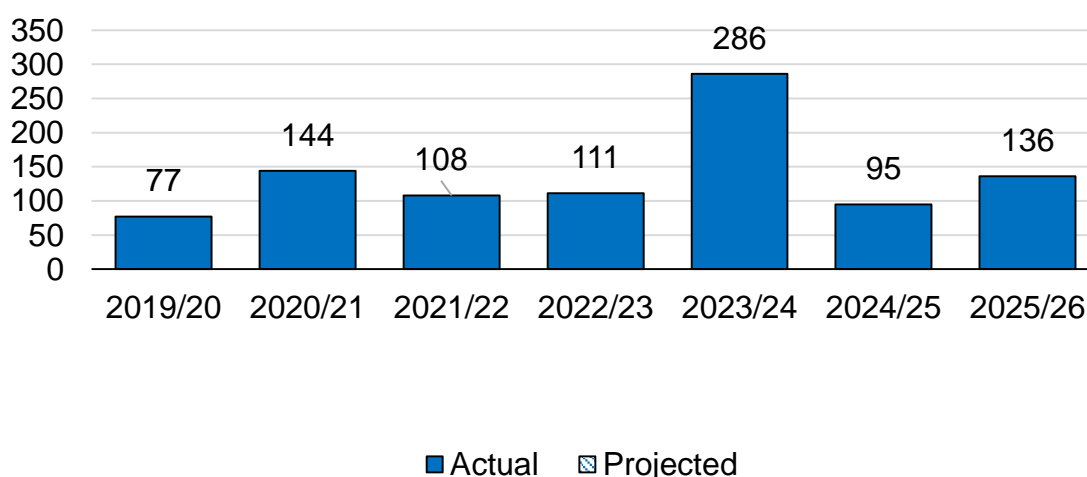
|  Temporary accommodation  | Target (amber value) | Q3 2025/26               | Q4 2025/26               | Status against target   | Trend since last quarter  | 2024/25                  | 2025/26                  | Status against target   | Trend since last year   |
|--|----------------------|--------------------------|--------------------------|---|---|--------------------------|--------------------------|---|---|
| 5.1 <b>Corporate KPI:</b> Total households in temporary accommodation  | Info                 | 2,170                    | 2,200                    | -   | -   | 1,970                    | 2,200                    | -   | -   |
| <p><b>Corporate update for 2025/26:</b> As of 31 March 2026, there were 2,200 households in temporary accommodation — an increase of 230 since 31 March 2025. While this is a trend indicator with no formal target, the rise reflects both local pressures and a broader national challenge. Across England, the number of households in temporary accommodation reached a record high of 134,760 at the end of September 2025 — a 7% increase compared to a year before. In this context, the city’s figures represent approximately 1.6% of the national total, despite having a smaller population share. This suggests a disproportionately high demand for temporary accommodation locally, underscoring the acute housing pressures facing the area. The council continues to prioritise early intervention and prevention, as evidenced by strong performance under the prevention duty, with successful preventions and early interventions achieved for over 500 households during 2025/26. The council also continues to invest in temporary accommodation (TA), with 32 council-owned TA homes delivered during 2025/26 through buy backs and at Palace Place. A further 38 short-life TA homes were handed over during 2025/26 through the Large Panel Systems (LPS) programme to provide high quality TA prior to the redevelopment of these blocks. This work remains central to the council's commitment to building a fair and inclusive city, with homes for everyone, and aligns with national efforts to reduce homelessness through expanded access to affordable housing and strengthened prevention strategies.</p> |                      |                          |                          |   |   |                          |                          |   |   |
| 5.2 Rent collected for temporary accommodation (year to date including changes in arrears)   | 95% (90%)            | 95.0% (£12.9m of £13.6m) | 95.5% (£17.4m of £18.2m) |    |    | 94.5% (£16.4m of £17.4m) | 95.5% (£17.4m of £18.2m) |    |    |
| 5.3 Void temporary accommodation dwellings   | Info                 | 159                      | 223                      | -   | -   | 124                      | 223                      | -   | -   |
| <p>There were 223 void temporary accommodation dwellings on 31 March 2026, of which 146 (66%) became void during Q4 2025/26. This indicator covers all types of temporary accommodation voids, including those undergoing works, and provides a breakdown of their status. Of the 223 voids, 31 were newly acquired dwellings (14%), typically council or private sector leased properties, 44 were being prepared for works (20%), 41 were undergoing works (18%), 9 were ready to let (4%), 13 were void for other reasons (6%), and 85 were being prepared by a block-booked accommodation provider (38%). The relatively high number of temporary accommodation voids reflects an overall increase in block-booked and council-owned temporary accommodation supply, mainly due to newly acquired dwellings and expanded block-booked provision, both of which help reduce reliance on comparatively more expensive spot-purchased accommodation.</p>  |                      |                          |                          |   |   |                          |                          |   |   |
| 5.4 Seaside Homes properties with a valid Landlord’s Gas Safety Record   | 100% (99%)           | 99.4% (491 of 494)       | 99.6% (492 of 494)       |  |  | 99.6% (492 of 494)       | 99.6% (492 of 494)       |  |  |

## 6.1 New supply of additional council homes

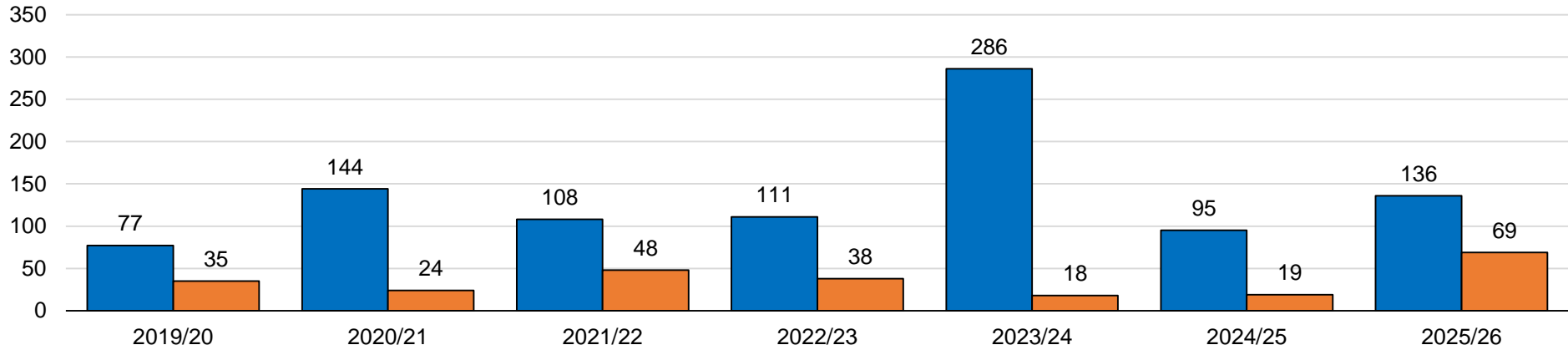
A total of 957 additional council homes were completed between 2019/20 and 2025/26:

- 2019/20: 77 homes – buy backs (43), Hidden Homes (6), Kensington Street (12), Tilbury Place (15) and Devon Lodge (1)
- 2020/21: 144 homes – buy backs (64), Buckley Close (12), Hartington Road (38) and Hawkrigde Court (30)
- 2021/22: 108 homes – buy backs (90), Hidden Homes (8) and Oxford Street (10)
- 2022/23: 111 homes – buy backs (69) and Victoria Road (42)
- 2023/24: 286 homes – buy backs (62), Homes for Brighton & Hove rented units (49 at Quay View and 127 at Coldean Lane), Hidden Homes (4), Kubic Apartments (38), Charles Kingston Gardens (2) and Grand Parade (4)
- 2024/25: 95 homes – buy backs (74), and St Aubyn's (21)
- 2025/26: 136 homes – buy backs (118), Martin Road (1), Palace Place (11), and St Aubyns, Rottingdean (6). This performance is above the target of 110 for the financial year.
- In addition to the additional council homes delivered during 2025/26, the council also completed the new Brickfields development, which is a supported-living scheme in Hove providing 28 fully accessible, affordable apartments for people with physical disabilities and acquired brain injuries.

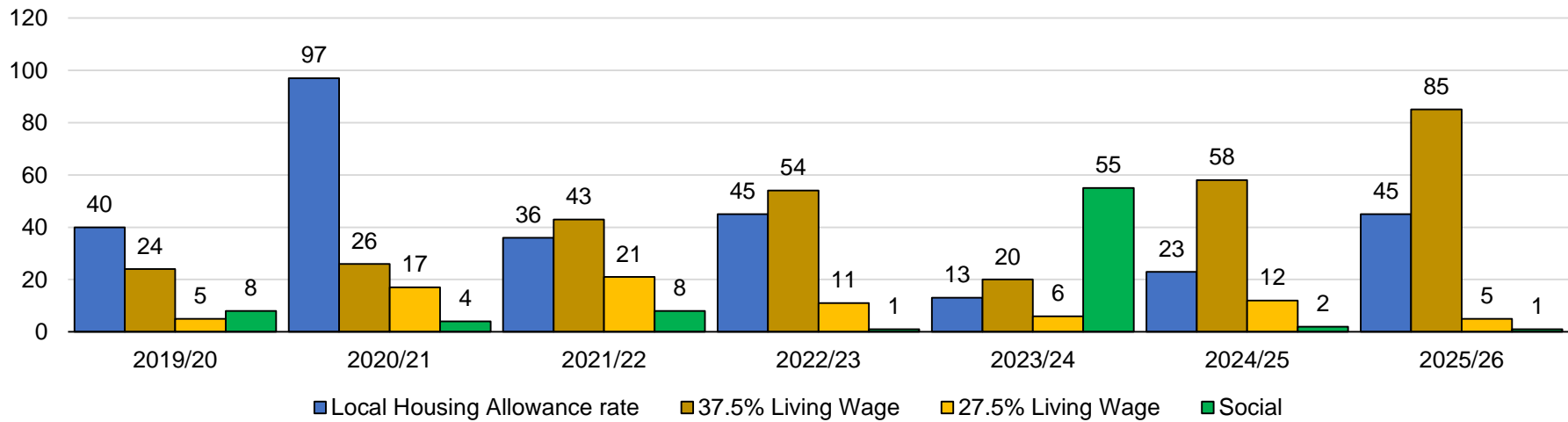
## 6.2 Additional council homes per year (actual and projected)



### 6.3 Additional council homes completed compared to those sold through the Right to Buy (RTB)



### 6.4 Additional council homes by rent level

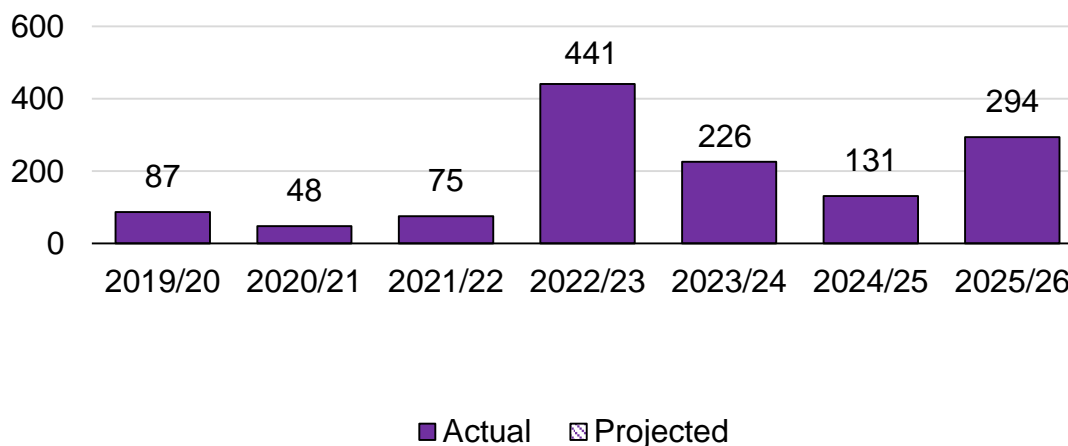






## 6.5 New supply of other affordable homes










A total of 1,302 homes additional affordable homes (567 rent and 735 shared ownership) were completed by housing providers between 2019/20 and 2025/26:

- 2019/20: 87 homes – Montpelier Place (5), Kingsway (54) and Circus Street (28)
- 2020/21: 48 homes – Freehold Terrace (8), Plumpton Road (2), Nevill Road (4) and Preston Road (34 from two providers)
- 2021/22: 75 homes – Preston Barracks (19), Falmer Avenue (13), Hangleton Way (33) and Lions Gardens (10)
- 2022/23: 441 homes – Edward Street (33), School Road (104), Preston Barracks (67), Graham Avenue (125), Sackville Hotel (7), New Church Road (5) and King’s House (100)
- 2023/24: 226 homes – Homes for Brighton & Hove shared ownership units (55 at Quay View and 115 at Coldean Lane), York and Elder (22), Hove Gardens – Ellen Street (16) and Allingham Place – Ovingdean (18)
- 2024/25: 131 homes – Davigdor Road (5), Home X – Preston Barracks (16), St Aubyn’s – Rottingdean (16), Lyon Quarter (77), Hove Central (17)
- 2025/26: 294 homes – Lyon Quarter (77), Coombe Farm (59), Home X – Preston Barracks (89), Wellesbourne – Preston Park (30) and Moda – Hove (39)














### 6.6 Other additional homes per year (actual and projected)




















| Council housing management  |   | Target (amber value) | Q3 2025/26                | Q4 2025/26               | Status against target   | Trend since last quarter  | 2024/25                   | 2025/26                  | Status against target   | Trend since last year   |
|---|---|----------------------|---------------------------|--------------------------|---|---|---------------------------|--------------------------|---|---|
| 7.1   | <b>Corporate KPI:</b> Rent collected from current council tenants | 95.92%               | 92.04% (£70.3m of £76.3m) | 92.49% (£70.5m of 76.2m) |  |  | 93.12% (£68.6m of £73.6m) | 92.49% (£70.5m of 76.2m) |  |  |
| <p><b>Corporate update for 2025/26:</b> The proportion of rent collected from current tenants of council owned homes was 92.49% (£70,478,006 of £76,204,300) during the 2025/26 financial year. This collection rate currently underperforms the target of 95.92%, which has been set to match the benchmark from Housemark for Local Authority social landlords with 10,000 or more homes. The managed migration to Universal Credit (UC) has accelerated significantly, with around 900 tenants known to have moved from Housing Benefit (HB) to UC during 2024/25. This trend has continued into the current financial year, with approximately 1,171 tenants migrating by Q4 2025/26. This shift has had a notable impact on rent arrears. The latest group of tenants includes many who receive Employment Support Allowance (ESA), so include individuals with higher levels of vulnerability, requiring more intensive support to navigate the complexities of the UC system. This challenge is particularly acute in the city. The DWP recognise that Brighton &amp; Hove is out of sync with most of the country in relation to the vulnerabilities of this cohort as a significant portion are in receipt of ESA because of a mental health condition, rather than a physical vulnerability. In response, we have strengthened our focus on early intervention and prevention. Housing staff are making early contact with all new tenants and those who have recently migrated to UC, helping to establish payment plans from the outset. A Senior Income Advisor has also been in post since June 2025 to help resolve the most complex UC migration cases alongside closer collaboration with the council's Welfare Rights Team. This post has now come to an end with the conclusion of UC migration. The team has also increased direct payments from UC. During Q4 2025/26, this has averaged £2 million per calendar month across around 4,000 revenue accounts. This represents a significant shift in how rent is collected and has helped to mitigate the risk of arrears by ensuring more consistent income flows.</p> |   |                      |                           |                          |   |   |                           |                          |   |   |
| 7.2   | Evictions due to rent arrears                                     | Info                 | 0                         | 0                        | -   | -   | 7                         | 0                        | -   | -   |
| 7.3   | Evictions due to anti-social behaviour (ASB)                      | Info                 | 0                         | 0                        | -   | -   | 3                         | 1                        | -   | -   |
| 7.4   | ASB cases opened  | Info                 | 216                       | 239                      | -   | -   | 785                       | 884                      | -   | -   |
| <p>There were also 449 live ASB cases on 31 March 2026, including those opened before Q4 2025/26. The housing service wishes for residents to report ASB, so the number of cases can be driven by both reporting and incidents, and the service welcomes the former.</p>  |   |                      |                           |                          |   |   |                           |                          |   |   |
| 7.5   | ASB cases closed  | Info                 | 177                       | 207                      | -   | -   | 636                       | 707                      | -   | -   |
| 7.6   | Average days to close ASB cases                                   | Info                 | 169                       | 170                      | -   | -   | 135                       | 166                      | -   | -   |


















|  <b>Council housing management</b> |   | Target<br>(amber value) | Q3<br>2025/26              | Q4<br>2025/26              | Status<br>against<br>target   | Trend<br>since last<br>quarter  | 2024/25                      | 2025/26                      | Status<br>against<br>target   | Trend<br>since<br>last year   |
|---|---|-------------------------|----------------------------|----------------------------|---|---|------------------------------|------------------------------|---|---|
| 7.7   | Calls answered by Housing Customer Services   | 85%<br>(80%)            | 90%<br>(4,610 of<br>5,122) | 89%<br>(5,282 of<br>5,936) |  |  | 86%<br>(22,395 of<br>25,920) | 89%<br>(19,856 of<br>22,328) |  |  |
| 7.8   | Emails received by Housing Customer Services  | Info                    | 6,772                      | 6,486                      | -   | -   | 26,645                       | 27,591                       | -   | -   |
| 7.9   | Number of council homes let   | Info                    | 122                        | 74                         | -   | -   | 584                          | 444                          | -   | -   |
| 7.10  | ... of which first lets of new council homes  | Info                    | 27                         | 7                          | -   | -   | 140                          | 65                           | -   | -   |
| 7.11  | ... of which re-lets of previously occupied homes                                     | Info                    | 95                         | 67                         | -   | -   | 444                          | 379                          | -   | -   |
| 7.12  | Average 'key to key' re-let time in calendar days including time spent in major works | Info                    | 86                         | 90                         | -   | -   | 85                           | 80                           | -   | -   |
| 7.13  | Average re-let time in calendar days excluding time spent in major works              | 42<br>(49)              | 47                         | 48                         |  |  | 40                           | 42                           |  |  |
| 7.14  | Void council dwellings (includes new properties)                                      | Info                    | 144                        | 139                        | -   | -   | 131                          | 139                          | -   | -   |

There were 139 void council housing dwellings on 31 March 2026, of which 36 (26%) were newly acquired dwellings, 88 were undergoing works (63%), 5 were ready to let (4%) and 10 were void for other reasons (7%) on this date. Furthermore, 68% of these dwellings (94 of 139) became voids during Q4 2025/26.

|  Council housing maintenance  |   | Target (amber value) | Q3 2025/26             | Q4 2025/26             | Status against target   | Trend since last quarter  | 2024/25                  | 2025/26                  | Status against target   | Trend since last year   |
|--|---|----------------------|------------------------|------------------------|---|---|--------------------------|--------------------------|---|---|
| 8.1  | <b>Corporate KPI:</b> Emergency repairs completed within 24 hours       | 99% (97%)            | 99.6% (3,351 of 3,363) | 98.0% (3,347 of 3,414) |  |  | 97.5% (12,836 of 13,169) | 99.1% (12,737 of 12,849) |  |  |
| <p><b>Corporate update for 2025/26:</b> The proportion of emergency repairs completed within 24 hours was 99.1% (12,737 of 12,849) for repairs completed between 1 April 2025 and 31 March 2026. This is above the target and outperforms most other Local Authority social landlords with 10,000 or more homes (benchmark of 93.7%).</p>  |   |                      |                        |                        |   |   |                          |                          |   |   |
| 8.2  | <b>Corporate KPI:</b> Routine repairs completed within 28 calendar days | 70% (58%)            | 61.2% (4,196 of 6,858) | 55.2% (3,563 of 6,451) |  |  | 47.2% (13,509 of 28,620) | 58.2% (17,024 of 29,229) |  |  |
| <p><b>Corporate update for 2025/26:</b> The proportion of routine repairs completed within 28 calendar days was 58.2% (17,024 of 29,229) for repairs completed between 1 April 2025 and 31 March 2026. This is below the target and underperforms most other Local Authority social landlords with 10,000 or more homes (benchmark of 78.8%). Although the target has not been met yet, performance against this indicator has been improving, with 2025/26 performance 9.0pp above the 2024/25 result of 47.2%.</p> |   |                      |                        |                        |   |   |                          |                          |   |   |
| 8.3  | Average days to complete routine repairs                                | 15 (17.5)            | 36                     | 43                     |  |  | 97                       | 45                       |  |  |
| <p>The average time taken to complete routine repairs can be impacted when jobs that have been outstanding for a long period are completed, increasing the average even when more recent repairs are being completed more quickly. However, there has been a significant improvement overall between the last two financial years, having more than halved, from 97 to 45 days.</p>  |   |                      |                        |                        |   |   |                          |                          |   |   |

|  Council housing maintenance |   | Target (amber value) | Q3 2025/26               | Q4 2025/26               | Status against target   | Trend since last quarter  | 2024/25                  | 2025/26                  | Status against target   | Trend since last year   |
|---|---|----------------------|--------------------------|--------------------------|---|---|--------------------------|--------------------------|---|---|
| 8.4   | Calls answered by Repairs Helpdesk  | 85% (80%)            | 89% (17,562 of 19,782)   | 87% (19,098 of 21,850)   |  |  | 94% (66,159 of 70,185)   | 90% (67,553 of 75,368)   |  |  |
| 8.5   | Emails received by Repairs Helpdesk   | Info                 | 5,551                    | 6,069                    | -   | -   | 22,800                   | 22,206                   | -   | -   |
| 8.6   | Online forms received by Repairs Helpdesk                                   | Info                 | 461                      | 534                      | -   | -   | 3,146                    | 2,584                    | -   | -   |
| 8.7   | Surveyed tenants satisfied with completed repairs: standard of work         | 96% (92%)            | 98.2% (1,550 of 1,576)   | 98.9% (1,121 of 1,134)   |  |  | 98.6% (8,981 of 9,112)   | 98.2% (6,217 of 6,330)   |  |  |
| 8.8   | Surveyed tenants satisfied with completed repairs: overall customer service | 96% (92%)            | 99.8% (1,573 of 1,576)   | 99.6% (1,129 of 1,134)   |  |  | 98.6% (8,987 of 9,112)   | 99.1% (6,276 of 6,330)   |  |  |
| 8.9   | <b>Corporate KPI:</b> Council dwellings meeting Decent Homes Standard       | 100% (96.3%)         | 97.4% (11,896 of 12,219) | 97.5% (11,950 of 12,251) |  |  | 98.0% (11,933 of 12,181) | 97.5% (11,950 of 12,251) |  |  |

**Corporate update for 2025/26:** The proportion of council owned homes that meet the government's Decent Homes standard was 97.5% (11,950 of 12,251) on 31 March 2026. This is below the target of 100% but outperforms most other Local Authority social landlords with 10,000 or more homes (benchmark of 94.8%). Our reporting is more consistent as a result of council employed stock condition surveyors who are undertaking surveys to a wide variety of homes and locations. Several teams within Housing are collaborating to enhance the stock condition data, for example, by ensuring new elements are fully updated following works, in the asset database, and further staff training on recording it has been undertaken. Housing IT systems are now embedded and managed to ensure data is kept up to date which has improved reporting. To enhance our data base and to give a better and more robust understanding of our stock we are appointing external surveyors to undertake a full stock survey of our properties over a two-year period. The start of this commission is July 2026 and our asset management system will be updated. In addition we are increasing our in-house surveying capacity with a further stock condition surveyor whom we expect to be in post Autumn 2026.

|  Council housing maintenance  |   | Target (amber value) | Q3 2025/26              | Q4 2025/26            | Status against target  | Trend since last quarter   | 2024/25                 | 2025/26               | Status against target  | Trend since last year  |
|--|---|----------------------|-------------------------|-----------------------|--|--|-------------------------|-----------------------|--|--|
| 8.10   | <b>Corporate KPI:</b> Council homes that have an EPC rating of A to C                   | 91.2% (90.8%)        | 89.2%                   | 89.2%                 |   |   | 89.2%                   | 89.2%                 |   |   |
| <p>During Q4 2025/26, first-year Social Housing Fund grant funding was drawn down, however continued resident engagement and access issues limited delivery, with 16 retrofit completions achieved in March 2026: all met the minimum EPC requirement and several reached EPC A or B, with remaining homes reprofiled into later years. The Solar PV programme continued at pace, with over 930 homes now installed and many properties moving from EPC D to C to support future Minimum Energy Efficiency Standards (MEES) compliance. Partial decarbonisation of heating and hot water services at Walter May House was 95% complete by March 2026, with planning underway for the next seniors housing scheme. Ongoing integration issues with energy modelling systems continue to restrict an up-to-date EPC stock position, although interim analysis has been supported through national EPC data and a Q4 infrared thermal survey. Housing has also contributed to the development of a potential future council-wide strategic energy partnership following market engagement in February 2026.</p> |   |                      |                         |                       |  |  |                         |                       |  |  |
| 8.11   | Council dwellings with a valid Landlord's Gas Safety Record                             | 100% (99%)           | 100% (10,020 of 10,020) | 100% (9,999 of 9,999) |   |   | 100% (10,026 of 10,026) | 100% (9,999 of 9,999) |   |   |
| 8.12   | Lifts restored to service within 24 hours   | 95% (90%)            | 89% (172 of 194)        | 93% (161 of 173)      |   |   | 91% (576 of 633)        | 91% (652 of 714)      |   |   |
| 8.13   | Average weeks taken to approve applications for disability adaptations to council homes | 10 (26)              | 14                      | 17                    |  |  | 11                      | 15                    |  |  |
| 8.14   | Average weeks taken for contractor to complete disability adaptations to council homes  | Info                 | 18                      | 20                    | -  | -  | 14                      | 19                    | -  | -  |

**Leaseholder disputes****Q3 2025/26****Q4 2025/26****2024/25****2025/26**

|     |   |    |    |     |     |
|-----|---|----|----|-----|-----|
| 9.1 | Stage one disputes opened                 | 63 | 18 | 102 | 126 |
| 9.2 | Stage one disputes closed                 | 29 | 48 | 61  | 137 |
| 9.3 | Active stage one disputes (end quarter)   | 46 | 16 | 27  | 16  |
| 9.4 | Stage two disputes opened                 | 7  | 16 | 17  | 46  |
| 9.5 | Stage two disputes closed                 | 2  | 16 | 16  | 38  |
| 9.6 | Active stage two disputes (end quarter)   | 14 | 14 | 6   | 14  |
| 9.7 | Stage three disputes opened               | 6  | 2  | 9   | 17  |
| 9.8 | Stage three disputes closed               | 2  | 5  | 13  | 17  |
| 9.9 | Active stage three disputes (end quarter) | 10 | 7  | 7   | 7   |