Council housing performance

Quarter 1 2026/27 (Apr to Jun 2026)

70%
Complaint responses within 10 working days

91.89%
Rent collection rate

91%
Customer services calls answered

48 days
Empty home re-let time

99.5%
Emergency repairs within 24 hours

55.9%
Routine repairs within 28 days

87%
Repairs helpdesk calls answered

88.5%
Dwellings meeting Decent Homes standard

100%
Gas safety compliance

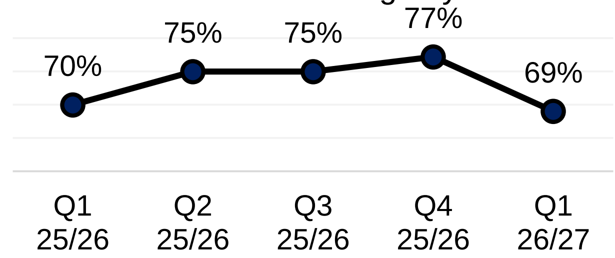
Performance since previous quarter is:

Improved Same Poorer

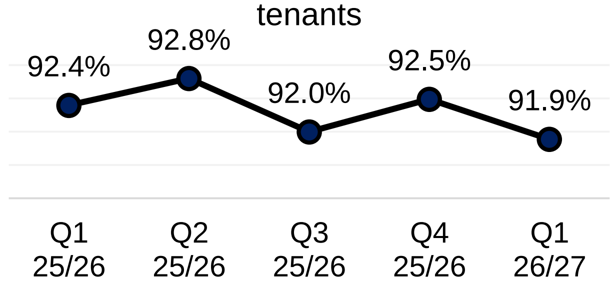
Brighton & Hove City Council

Council housing performance – trends up to Quarter 1 2026/27

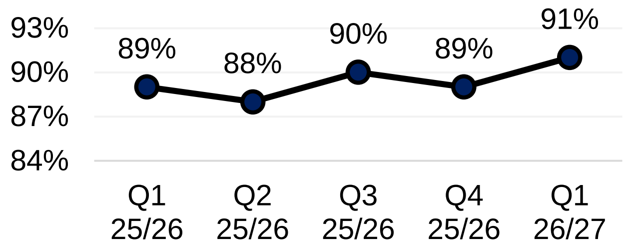
Stage one complaints responded to within 10 working days



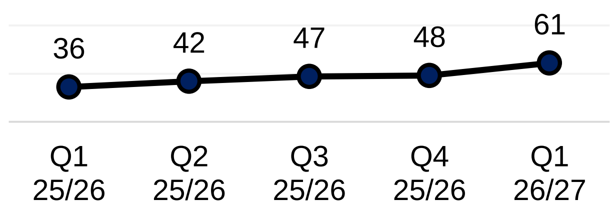
Rent collected from current council tenants



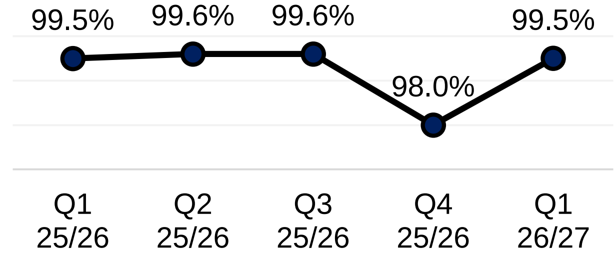
Calls answered by Housing Customer Services



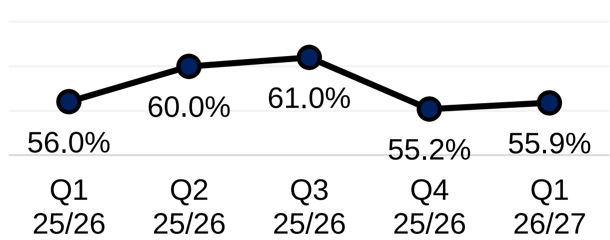
Average re-let time in calendar days excluding time spent in major works



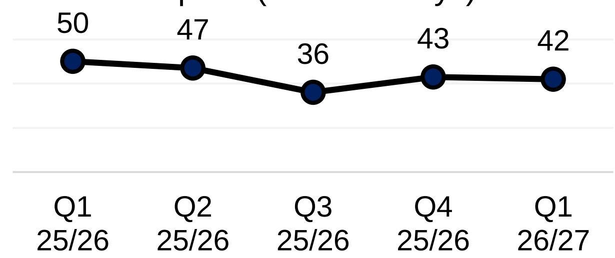
Emergency repairs completed within 24 hours



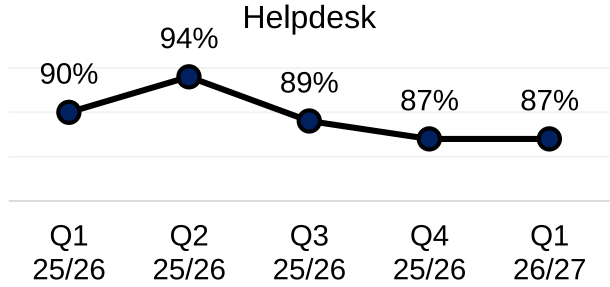
Routine repairs completed within 28 calendar days



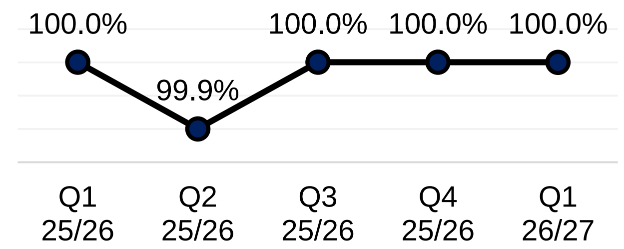
Average time to complete routine repairs (calendar days)



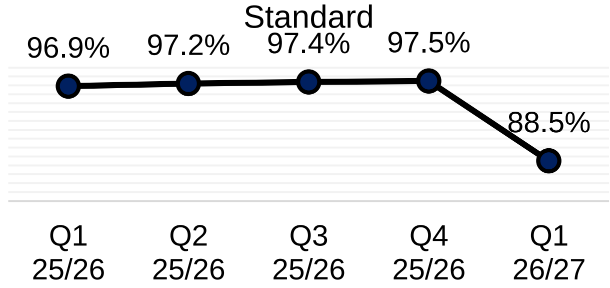
Calls answered by Repairs Helpdesk



Council homes with a valid Landlord's Gas Safety Record



Dwellings meeting Decent Homes Standard



Quarter 1 2026/27 council housing performance – key trends

Top scores (compared to target)

1. Calls answered by Housing Customer Services (91% vs 85% target)
2. Surveyed tenants satisfied with repairs: overall customer service (99.3% vs 96% target)
3. Surveyed tenants satisfied with repairs: standard of work (99.0% vs 96% target)
4. Calls answered by Repairs Helpdesk (87% vs 85% target)
5. Emergency repairs completed within 24 hours (99.5% vs 99% target)

Bottom scores (compared to target)

1. Average days to complete routine repairs (42 days vs 15-day target)
2. Stage two complaints upheld (47% vs 18% target)
3. Average time taken to approve applications for major disability adaptations to council homes (16 weeks vs 10-week target)
4. Average re-let time excluding time spent in major works (61 days vs 42-day target)
5. Routine repairs completed within 28 calendar days (55.9% vs 70% target)

Biggest improvements (since previous quarter)

1. Stage two complaints upheld (50% to 47%)
2. Average weeks taken to approve applications for major disability adaptations to council homes (17 weeks to 16 weeks)
3. Average days to complete routine repairs (43 days to 42 days)
4. Calls answered by Housing Customer Services (89% to 91%)
5. Emergency repairs completed within 24 hours (98.0% to 99.5%)

Biggest drops (since previous quarter)

1. Average re-let time excluding time spent in major works (48 days to 61 days)
2. Stage one complaints responded to within 10 working days (77% to 70%)
3. Dwellings meeting Decent Homes Standard (97.5% to 88.5%)
4. Surveyed tenants satisfied with repairs: overall customer service (99.6% to 99.3%)
5. Rent collected from current council tenants (92.49% to 91.89%)

Housing performance report
Quarter 1 2026/27

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 1 (Q1) of the 2026/27 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 the quarter are as follows:

Green – on target
(8 indicators)

Amber – near target
(6 indicators)

Red – off target
(7 indicators)

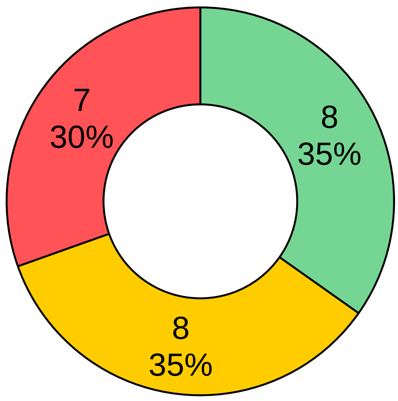
Improved since last time
(9 indicators)

Same as last time
(3 indicators)

Poorer than last time
(9 indicators)

RAG rating for performance indicators

- 8 are green (on target)
- 6 are amber (near target)
- 7 are red (off target)



Contents – performance areas

Contents – performance areas

<table>
<tr><th colspan="2">Customer feedback (all indicators in this table are for the financial year to date)</th><th>Target (amber value)</th><th>Q4 2025/26</th><th>Q1 2026/27</th><th>Status against target</th><th>Trend since last quarter</th></tr>
<tr><td>1.1</td><td>Compliments received from customers</td><td>Info</td><td>159</td><td>180</td><td>-</td><td>-</td></tr>
<tr><td colspan="7">More customer compliments were logged in Quarter 1 2026/27 (180) than across the whole of 2025/26 (159), with most of these (81%) relating to responsive repairs. Overlapping themes covering the majority these compliments included good quality repair work and resolution of issues (80%), clear updates, responsiveness and explanations (78%), polite, respectful and friendly interactions with staff (75%), and teamwork across services (58%).</td></tr>
<tr><td>1.2</td><td>Stage one complaints responded to within 10 working days</td><td>80% (70%)</td><td>77% (781 of 1,012)</td><td>70% (183 of 260)</td><td>A</td><td>↓</td></tr>
<tr><td>1.3</td><td>Stage one complaints upheld</td><td>Info</td><td>53% (533 of 1,012)</td><td>61% (158 of 260)</td><td>-</td><td>-</td></tr>
<tr><td colspan="7">The 260 Stage 1 complaints received during Quarter 1 2026/27 were most commonly about unhappiness with service delivery (23%), delays completing repairs (11%) and failure to take action following a service request (9%). Complaints were more likely to be upheld where they related to delayed outcomes, lack of information, repair delays or poor communication, and less likely to be upheld where they concerned anti-social behaviour, poor quality accommodation, or disagreement with policies and procedures.</td></tr>
<tr><td>1.4</td><td>Stage two complaints responded to within 20 working days</td><td>Info</td><td>82% (159 of 195)</td><td>73% (45 of 62)</td><td>-</td><td>-</td></tr>
<tr><td>1.5</td><td>Stage two complaints upheld</td><td>18% (20%)</td><td>50% (98 of 195)</td><td>47% (29 of 62)</td><td>R</td><td>↑</td></tr>
<tr><td colspan="7">During Quarter 1 2026/27, 62 Stage 2 complaints were investigated. These were most commonly about unhappiness with service delivery (23%), delays completing repairs (15%) and delays in providing an outcome (13%). The 29 upheld complaints were more often linked to delays in outcomes and repairs, while those not upheld more often related to service delivery dissatisfaction and anti-social behaviour.</td></tr>
</table>

<table>
<tr><th colspan="2">Private sector housing</th><th>Target (amber value)</th><th>Q4 2025/26</th><th>Q1 2026/27</th><th>Status against target</th><th>Trend since last quarter</th></tr>
<tr><td>2.1</td><td>Corporate KPI: Private sector homes improved by council intervention</td><td>Info</td><td>64</td><td>37</td><td>-</td><td>-</td></tr>
<tr><td colspan="7">Corporate update for Q1 2026/27: The number of private sector homes that have been improved due to council intervention was 37 between 1 April 2026 and 30 June 2026. The 2026/27 target is 45 homes per quarter, so latest performance is lower. Public comparator data for other local authorities is not available. The service is continuing to monitor the completion of works so cases can be closed and interventions recorded. The total of 37 private sector homes improved so far includes 28 homes where Category 1 and 2 hazards were identified and resolved, 1 home where the EPC was improved to minimum E rating in line with MEES, and 8 HMOs where licence conditions were confirmed as met.</td></tr>
<tr><td>2.2</td><td>Total fully licensed Houses in Multiple Occupation (HMOs)</td><td>Info</td><td>2,486</td><td>2,896</td><td>-</td><td>-</td></tr>
<tr><td>2.3</td><td>Requests for assistance received (RFAs)</td><td>Info</td><td>125</td><td>87</td><td>-</td><td>-</td></tr>
<tr><td colspan="7">The top categories for requests for assistance received during Q1 2026/27 were dampness (38%), disrepair to customer’s home (21%), works required to HMOs to comply with regulations (7%) and fire safety in HMOs (6%).</td></tr>
<tr><td>2.4</td><td>Property inspections completed</td><td>Info</td><td>345</td><td>132</td><td>-</td><td>-</td></tr>
<tr><td>2.5</td><td>… of which RFA visits</td><td>Info</td><td>43</td><td>32</td><td>-</td><td>-</td></tr>
<tr><td>2.6</td><td>… of which licensing visits</td><td>Info</td><td>302</td><td>100</td><td>-</td><td>-</td></tr>
</table>

	Private sector housing	Target (amber value)	Q4 2025/26	Q1 2026/27	Status against target	Trend since last quarter
2.7	RFA cases closed	Info	83	61	-	-
2.8	Properties with Category 1 and 2 hazards resolved through informal actions	Info	95% (36 of 38)	100% (28 of 28)	-	-
2.9	Properties with Category 1 and 2 hazards resolved through formal action	Info	5% (2 of 38)	0% (0 of 28)	-	-
2.10	Private sector vacant dwellings returned into occupation which had been vacant for more than one year	25 per quarter	69	96	G	

	Housing options and homelessness	Target (amber value)	Q4 2025/26	Q1 2026/27	Status against target	Trend since last quarter
4.1	**Corporate KPI:** Homelessness cases presenting during the prevention duty stage	45.0% (37.2%)	47.4% (219 of 462)	44.9% (229 of 510)	A	

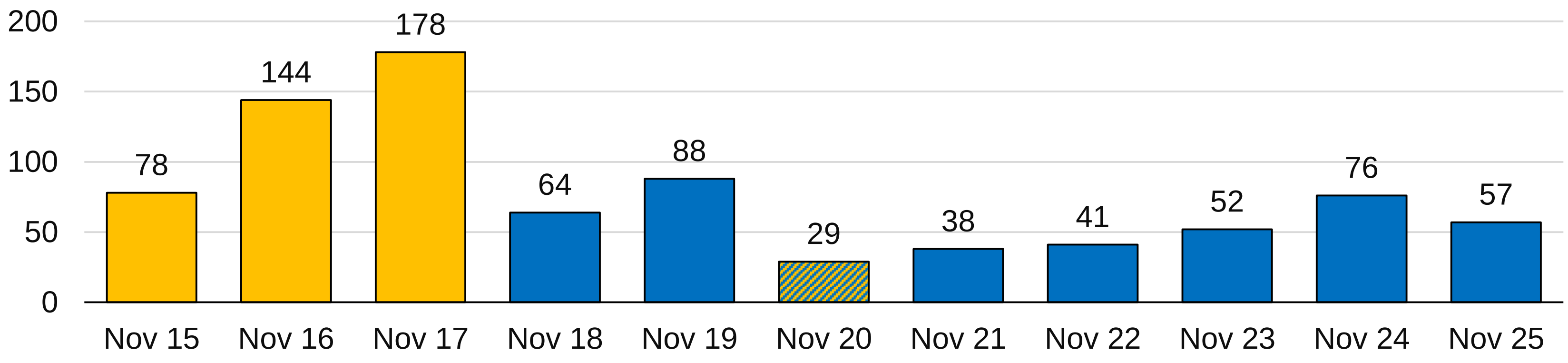
Corporate update for Q1 2026/27: The proportion of homelessness cases presenting during the prevention duty stage was 44.9% (229 of 510) between 1 April 2026 and 30 June 2026. This is slightly below the 2026/27 target of 45.0% and also underperforms other local authorities within the South East of England (benchmark of 52.4%). During the quarter, work continued to focus on early intervention, strengthening the prevention approach and building close working relationships with the services most likely used by people experiencing homelessness. Recruitment has now been completed to enhance the service within the Housing Advice and Triage team as well as the Allocations team, to further increase the capacity of the wider Housing Options & Homelessness service and move it into an early intervention space. The Housing Advice and Triage 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 we are considering the next steps and whether to bring this into the mainstream, alongside other options. Alongside this the service is expanding its co-location with key partners across the city and over the next six months will be trialling a new notification pilot around those at risk of experiencing homelessness.

	Housing options and homelessness	Target (amber value)	Q4 2025/26	Q1 2026/27	Status against target	Trend since last quarter
4.2	**Corporate KPI:** Homelessness prevention cases closed with a successful prevention outcome	53.4% (52.2%)	64.8% (107 of 165)	67.5% (133 of 197)	G	

Corporate update for Q1 2026/27: The proportion of homelessness prevention cases closed with a successful prevention outcome was 67.5% (133 of 197) between 1 April 2026 and 30 June 2026. Furthermore, there have been 40 early intervention cases with successful outcomes, in addition to the 133 successful prevention cases. The council's work to prevent homelessness exceeds the 2026/27 target of 53.4% and outperforms other local authorities covering the Core Cities in England (target is same as this benchmark). 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 working with people with multiple 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.

	Housing options and homelessness	Target (amber value)	Q4 2025/26	Q1 2026/27	Status against target	Trend since last quarter
4.3	New households with a full housing duty accepted	Info	173	174	-	-
4.4	Number of households on the housing register	Info	6,046	6,244	-	-

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



<table>
<tr><th colspan="2">Temporary accommodation</th><th>Target (amber value)</th><th>Q4 2025/26</th><th>Q1 2026/27</th><th>Status against target</th><th>Trend since last quarter</th></tr>
<tr><td>5.1</td><td>Corporate KPI: Total households in temporary accommodation</td><td>Info</td><td>2,200</td><td>2,292</td><td>-</td><td>-</td></tr>
<tr><td colspan="7">Corporate update for Q1 2026/27: As of 30 June 2026, there were 2,292 households in temporary accommodation, a net increase of 92 since 31 March 2026. This is a trend indicator with no formal target for 2026/27, reflecting both local pressures and a broader national challenge. Across England, the number of households in temporary accommodation reached a record high of 134,210 at the end of December 2025, a 6% increase compared to a year before. In this context, the city’s figures represent approximately 1.7% 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 133 successful preventions and 40 successful early interventions achieved during Q1 2026/27. The council also continues to invest in its own temporary accommodation stock, with 32 council owned temporary accommodation homes delivered during 2025/26 through buy backs and at Palace Place, followed by 13 more delivered through buy backs during Q1 2026/27. A further 38 short-life homes were handed over during 2025/26 through the Large Panel Systems (LPS) programme, followed by 19 more during Q1 2026/27, to provide high quality TA prior to the redevelopment of these blocks.</td></tr>
<tr><td>5.2</td><td>Rent collected for temporary accommodation (year to date including changes in arrears)</td><td>95% (90%)</td><td>95.5% (£17.4m of £18.2m)</td><td>94.6% (£4.4m of £4.6m)</td><td>A</td><td></td></tr>
<tr><td>5.3</td><td>Void temporary accommodation dwellings</td><td>Info</td><td>223</td><td>234</td><td>-</td><td>-</td></tr>
<tr><td colspan="7">There were 234 void temporary accommodation dwellings on 30 June 2026, of which 153 (65%) became void during Q1 2026/27. This indicator covers all types of temporary accommodation voids, including those undergoing works, and provides a breakdown of their status. Of the 234 voids, 18 were newly acquired dwellings (8%), 23 were being prepared for works (10%), 44 were undergoing works (19%), 10 were ready to let (4%), 10 were void for other reasons (4%) and 129 were with a block booked accommodation provider (55%). The relatively high number of temporary accommodation voids reflects a recent overall expansion of council owned and block booked provision, both of which help reduce reliance on comparatively more expensive spot purchased accommodation.</td></tr>
</table>

	Temporary accommodation	**Target** (amber value)	**Q4 2025/26**	**Q1 2026/27**	**Status** against target	**Trend** since last quarter
5.4	Seaside Homes properties with a valid Landlord's Gas Safety Record	100% (99%)	99.6% (492 of 494)	99.4% (491 of 494)	A	

55

6.1 New supply of additional council homes

A total of 957 additional council homes were completed between 2019/20 and 2025/26, with a further 155 projected for 2026/27:

- 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 Hawkridge 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)

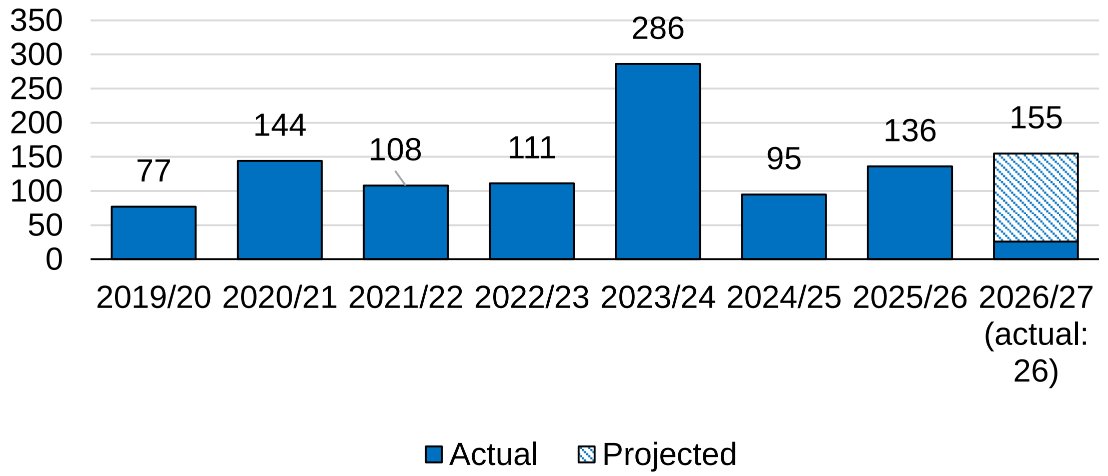
- 2023/24: 286 homes – buy backs (62), Homes for Brighton & Hove rented units (49 at Quay View and 127 at Coldean Lane), Hidden Homes (4), Kubic Apartments (38), Charles Kingston Gardens (2) and Grand Parade (4)

- 2024/25: 95 homes – buy backs (74), and St Aubyns, Rottingdean (21)

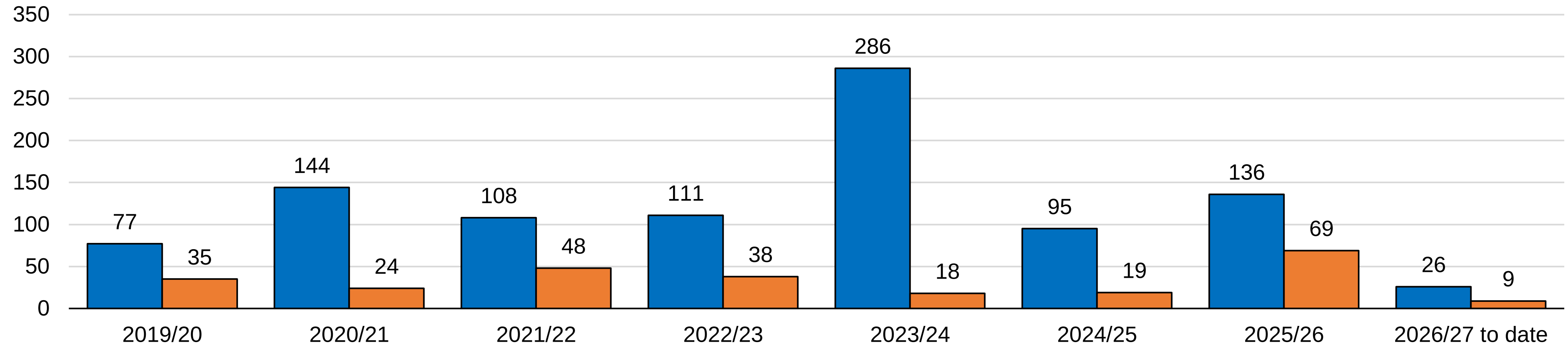
- 2025/26: 136 homes – buy backs (118), Martin Road (1), Palace Place (11), and St Aubyns, Rottingdean (6). In addition to these council homes, the council also completed the new Brickfields development, which is a supported-living scheme in Hove providing 28 fully accessible, affordable apartments for people with physical disabilities and acquired brain injuries.

- 2026/27: 155 homes – buy backs (130), Albion Hill Estate (2), former Hollingbury Library site (9), Frederick Street (4), Foredown Road (1), Hillside (1), Shenfield Way (3) and Beech Grove (5). This projected performance is slightly below the target of 159 for the financial year.

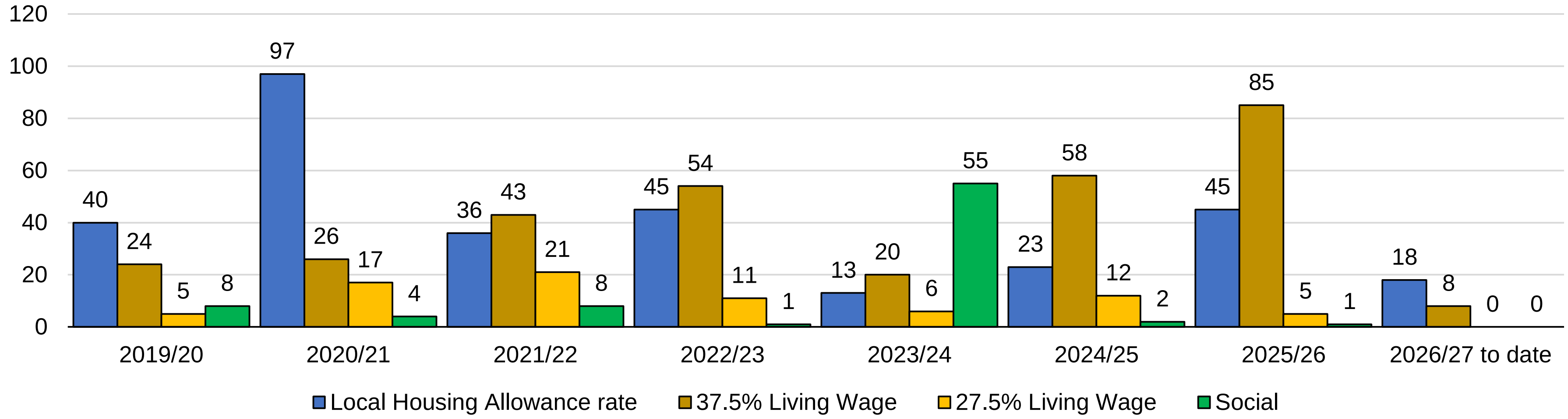
6.2 Additional council homes per year (actual and projected)



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



6.4 Additional council homes by rent level

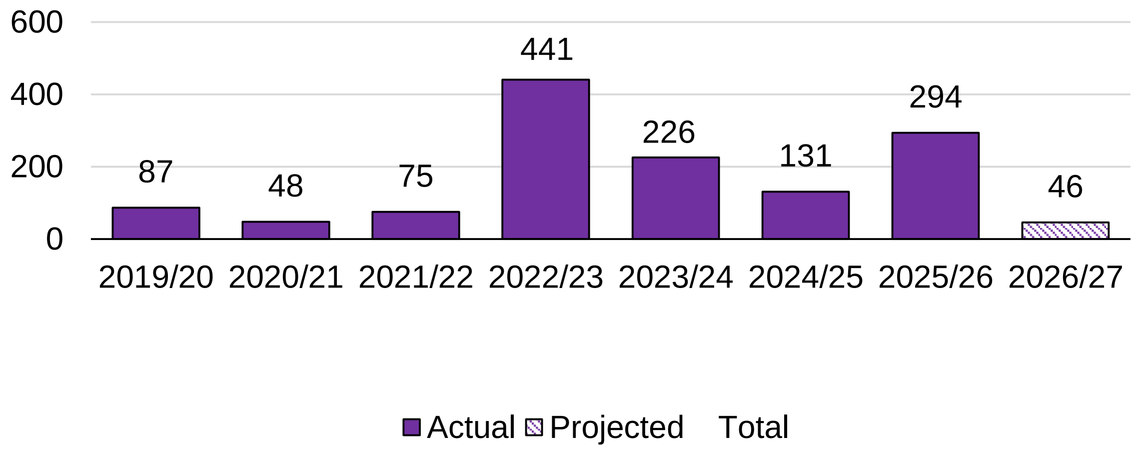


6.5 New supply of other affordable homes

A total of 1,302 additional affordable homes (567 rent and 735 shared ownership) were completed by housing providers between 2019/20 and 2025/26, with a further 46 projected for 2026/27:

- 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 Aubyns, 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)
- 2026/27: 46 homes – KAP site, Newtown Road, Hove (32 affordable rented and 14 shared ownership)

6.6 Other additional homes per year (actual and projected)



<table>
<tr><th colspan="2">Council housing management</th><th>Target (amber value)</th><th>Q4 2025/26</th><th>Q1 2026/27</th><th>Status against target</th><th>Trend since last quarter</th></tr>
<tr><td>7.1</td><td>Corporate KPI: Rent collected from current council tenants</td><td>95.92% (94.12%)</td><td>92.49% (£70.5m of £76.2m)</td><td>91.89% (£73.8m of £80.3m)</td><td>R</td><td></td></tr>
<tr><td colspan="7">Corporate update for Q1 2026/27: As of 30 June 2026, the proportion of rent collected from current tenants of council owned homes is forecast to be 91.89% (£73,832,582 of £80,348,954) for the 2026/27 financial year. This collection rate currently underperforms the 2026/27 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. With the completion of the Universal Credit (UC) managed migration programme, and the movement of 1,171 tenants to UC during the last financial year, a significant change in how tenants receive benefits and pay their rent has now largely concluded. While the migration programme is substantially complete, a small number of tenants remain to transition. In Q1 2026/27, for example, we identified and supported two tenants through the move to UC. The longer-term impacts of migration to UC continue to be felt, and support for affected tenants is now being delivered as part of a business-as-usual approach. To address current levels of rent arrears, we have introduced a Rent Collection Strategy focused on prevention and early intervention. The strategy aims to identify and address payment issues at the earliest opportunity, while ensuring that the most serious cases are managed appropriately with the necessary care and support. It also recognises the ongoing impact of UC and wider welfare reforms, promotes a 'rents first' and income maximisation culture, and supports the delivery of resident-focused services. The team has continued to see a significant increase in direct payments from UC. During Q1 2026/27, £6.47 million was collected through direct payments, compared with £4.49 million during the same period last year. This reflects a substantial shift in the way rent is collected and has helped to mitigate the risk of arrears by providing a more consistent and reliable method of payment.</td></tr>
<tr><td>7.2</td><td>Evictions due to rent arrears</td><td>Info</td><td>0</td><td>2</td><td>-</td><td>-</td></tr>
<tr><td>7.3</td><td>Evictions due to anti-social behaviour (ASB)</td><td>Info</td><td>0</td><td>0</td><td>-</td><td>-</td></tr>
<tr><td>7.4</td><td>ASB cases opened</td><td>Info</td><td>239</td><td>232</td><td>-</td><td>-</td></tr>
<tr><td>7.5</td><td>ASB cases closed</td><td>Info</td><td>207</td><td>175</td><td>-</td><td>-</td></tr>
<tr><td>7.6</td><td>Average days to close ASB cases</td><td>Info</td><td>170</td><td>141</td><td>-</td><td>-</td></tr>
</table>

	Council housing management	Target (amber value)	Q4 2025/26	Q1 2026/27	Status against target	Trend since last quarter
7.7	Calls answered by Housing Customer Services	85% (80%)	89% (5,282 of 5,936)	91% (5,461 of 6,032)	G	↑
7.8	Emails received by Housing Customer Services	Info	6,486	7,371	-	-
7.9	Number of council homes let	Info	74	68	-	-
7.10	… of which first lets of new council homes	Info	7	30	-	-
7.11	… of which re-lets of previously occupied council homes	Info	67	38	-	-
7.12	Average ‘key to key’ re-let time in calendar days including time spent in major works	Info	90	106	-	-
7.13	Average re-let time in calendar days excluding time spent in major works	42 (49)	48	61	A	↓
7.14	Void council dwellings (includes new properties)	Info	139	150	-	-

There were 150 void council housing dwellings on 30 June 2026, of which 17 were newly acquired or handed over dwellings (11%), 10 were being prepared for works (7%), 94 were undergoing works (63%), 19 were ready to let (13%) and 10 were void for other reasons (7%) on this date. Furthermore, 59% of these dwellings (89 of 150) became voids during Q1 2026/27.

<table>
<tr><th colspan="2">Council housing maintenance</th><th>Target (amber value)</th><th>Q4 2025/26</th><th>Q1 2026/27</th><th>Status against target</th><th>Trend since last quarter</th></tr>
<tr><td>8.1</td><td>Corporate KPI: Emergency repairs completed within 24 hours</td><td>99% (97%)</td><td>98.0% (3,347 of 3,414)</td><td>99.5% (3,343 of 3,359)</td><td>G</td><td>↑</td></tr>
<tr><td colspan="7">Corporate update for Q1 2026/27: The proportion of emergency repairs completed within 24 hours was 99.5% (3,343 of 3,359) for repairs completed between 1 April 2026 and 30 June 2026. This is above the 99% target and outperforms most other local authority social landlords with 10,000 or more homes (benchmark of 93.7%). Please see indicator below for more commentary about repairs.</td></tr>
<tr><td>8.2</td><td>Corporate KPI: Routine repairs completed within 28 calendar days</td><td>70% (58%)</td><td>55.2% (3,563 of 6,451)</td><td>55.9% (3,679 of 6,576)</td><td>R</td><td>↑</td></tr>
<tr><td colspan="7">Corporate update for Q1 2026/27: The proportion of routine repairs completed within 28 calendar days was 55.9% (3,679 of 6,576) for repairs completed between 1 April 2026 and 30 June 2026. This is below the 70% target and underperforms most other local authority social landlords with 10,000 or more homes (benchmark of 83.5%). The Repairs Service continues to experience significant increases in demand, driven in part by the introduction of Awaab's Law in October 2025 and rising volumes of responsive repairs. To address this, the service is actively increasing capacity through a combination of additional contractor support, recruitment of directly employed resources, and investment in apprenticeship and trainee programmes. We are also expanding proactive planned maintenance programmes in areas such as electrical, plumbing and drainage works, allowing issues to be addressed before they result in repeat responsive repairs. These measures are intended to reduce demand pressures, improve repair completion times and support a sustained improvement in performance.</td></tr>
<tr><td>8.3</td><td>Average days to complete routine repairs</td><td>15 (17.5)</td><td>43</td><td>42</td><td>R</td><td>↑</td></tr>
<tr><td colspan="7">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. While the Q1 2026/27 result of 42 days is very close to the previous quarter, the longer-term position still shows a significant improvement, with the average having more than halved between 2024/25 (97 days) and 2025/26 (45 days).</td></tr>
<tr><td>8.4</td><td>Calls answered by Repairs Helpdesk</td><td>85% (80%)</td><td>87% (19,098 of 21,850)</td><td>87% (14,418 of 16,642)</td><td>G</td><td>↔</td></tr>
</table>

	Council housing maintenance	**Target** (amber value)	**Q4 2025/26**	**Q1 2026/27**	**Status** against target	**Trend** since last quarter
8.5	Emails received by Repairs Helpdesk	Info	6,069	4,884	-	-
8.6	Online forms received by Repairs Helpdesk	Info	534	473	-	-
8.7	Surveyed tenants satisfied with completed repairs: standard of work	96% (92%)	98.9% (1,121 of 1,134)	99.0% (1,128 of 1,139)	G	↑
8.8	Surveyed tenants satisfied with completed repairs: overall customer service	96% (92%)	99.6% (1,129 of 1,134)	99.3% (1,131 of 1,139)	G	↓
8.9	**Corporate KPI:** Council dwellings meeting Decent Homes Standard	100% (96.3%)	97.5% (11,950 of 12,251)	88.5% (10,860 of 12,275)	R	↓

Corporate update for Q1 2026/27: The proportion of council owned homes that meet the government's Decent Homes standard was 88.5% (10,860 of 12,275) on 30 June 2026. This is below the 2026/27 target of 100% and underperforms most other local authority social landlords with 10,000 or more homes (benchmark of 94.7%). The reduction in the reported proportion of homes meeting the Decent Homes Standard reflects the council's improving understanding of stock condition as asset data continues to be updated and strengthened. 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, supported by implementation of the Asset Management Plan and ongoing work to engage residents and improve data quality. For example, new elements are being 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 asset data and give a better and more robust understanding of our stock, we are appointing external surveyors to undertake a 100% stock condition survey of our properties over a two-year period. The survey is scheduled to start in September 2026 and will include significant resident engagement. The asset management system will be updated as the work progresses. In addition, we are increasing our in-house surveying capacity with a further stock condition surveyor whom we expect to be in post in Autumn 2026.

	Council housing maintenance	Target (amber value)	Q4 2025/26	Q1 2026/27	Status against target	Trend since last quarter
8.10	**Corporate KPI:** Council homes that have an EPC rating of A to C	91.2% (90.8%)	89.2%	89.2%	R	

Corporate update for Q1 2026/27: The proportion of council homes with an EPC rating of A to C was 89.2% at the end of Quarter 1 2026/27, below the target of 91.2% for the year. Work continues to improve the energy efficiency of council homes through investment in solar photovoltaic (PV) systems, retrofit activity and heating decarbonisation. The Solar PV installation programme is nearing completion, with almost 1,000 installations delivered over the course of the programme, which is due to conclude by the end of July 2026. The Warm Homes Social Housing Fund programme is also progressing, with the first batch of Year 2 properties identified, residents contacted and more than 20 homes undergoing retrofit surveys and preparatory works ahead of retrofit activity beginning in Quarter 2 2026/27. At Walter May House, the partial decarbonisation of the communal heating and hot water system has been completed, including installation of a large solar PV system and battery storage. A further Seniors Housing scheme has now been identified for decarbonisation, with initial resident engagement completed. An updated Housing Revenue Account (HRA) Energy Plan has also been drafted, setting out future targets and a high-level delivery plan to support compliance with forthcoming Minimum Energy Efficiency Standards (MEES) requirements. However, integration issues between information systems continue to limit the ability to model stock performance and develop longer-term decarbonisation plans.

8.11	Council dwellings with a valid Landlord's Gas Safety Record	100% (99%)	100% (9,999 of 9,999)	100% (9,959 of 9,959)	G	
8.12	Lifts restored to service within 24 hours	95% (90%)	93% (161 of 173)	84% (167 of 198)	R	

The proportion of lifts restored to service within 24 hours was 84% (167 of 198) in Q1 2026/27, below the 95% target and lower than the 93% achieved in Q4 2025/26. The number of recorded lift breakdowns increased during the quarter, from 173 to 198, while the number restored within 24 hours rose but to a lesser extent, from 161 to 167. Average lift downtime was 6 days across Q1 2026/27, but this varied by month, with lifts out of service for an average of 6 days in April, 8 days in May and 3 days in June. This reflects an atypically long time in May, followed by a much improved positiion on the same measure in June. The service continues to monitor lift performance and will review any recurring issues affecting response times, particularly where delays have a significant impact on residents’ access to their homes.

	Council housing maintenance	**Target** (amber value)	**Q4 2025/26**	**Q1 2026/27**	**Status** against target	**Trend** since last quarter
8.13	Average weeks taken to approve applications for disability adaptations to council homes	10 (26)	17	16	A	⇧
8.14	Average weeks taken for contractor to complete disability adaptations to council homes	Info	20	25	-	-

	Leaseholder disputes	Q4 2025/26	Q1 2026/27
9.1	Stage one disputes opened	18	2
9.2	Stage one disputes closed	48	21
9.3	Active stage one disputes (end quarter)	32	13
9.4	Stage two disputes opened	16	8
9.5	Stage two disputes closed	16	18
9.6	Active stage two disputes (end quarter)	17	7
9.7	Stage three disputes opened	2	4
9.8	Stage three disputes closed	5	2
9.9	Active stage three disputes (end quarter)	8	10