







































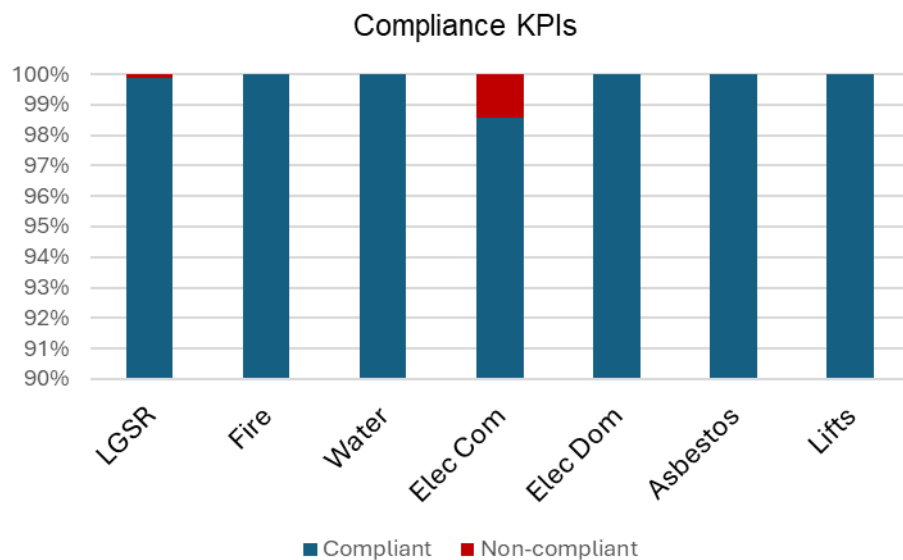
Housing Performance Report – Q4 2024-25: Performance Scorecard

Key:  On target  Within 5% of target  Performance improving  No change
 Off target  No target (data only)  Performance worsening  Data is missing

Performance Indicator	Q4	Target	RAG	Performance Indicator	Q4	Target	RAG	Performance Indicator	Q4	Target	RAG
Landlord Gas Safety Record (LGSR)	99.89%	100%		Percentage of capital programme spent	88%	95%		Number of homelessness approaches	1,356	-	
Blocks with Fire Risk Assessment	100%	100%		Properties at Decent Homes standard	99%	99%		No. households registered on the Housing Waiting List	1,163	-	
Blocks Water Safety Risk Assessment	100%	100%		Average days to re-let homes (excl. MW)	18	25		Prevent & Relief duties closed as homelessness prevented/relieved	36%	40%	
Electrical Safety Certificate (blocks)	98.57%	100%		Average days to re-let homes (incl. MW)	32	35		Average number of rough sleepers in the period	15	-	
Electrical Safety Certificate (homes)	100%	100%		Current tenant arrears % rent due	2.00%	3%		Average number of households in temporary accommodation	64	35	
Blocks Asbestos Risk Assessment	100%	100%		Former tenant arrears % rent due	1.67%	2%		Average number of households in Bed and Breakfast	16	0	
Lift insurance visits (LOLER) completed	100%	100%		Rent collected as % rent due rent	99.93%	98%		Long-term empty homes brought back into use	76	50	
Day to day repairs completed on time	98%	90%		Satisfaction with ASB case handling	100%	60%		Council home new builds and acquisitions started	44	20	
Day to day repair appointments kept	94%	95%		Tenant complaints answered on time	100%	95%		Affordable homes delivered by the Council and its partners	23	80	
Customer satisfaction with repairs	89%	90%		Satisfaction with complaint handling	67%	60%		Private sector homes improved through Council intervention	317	300	

Health & Safety Compliance

Performance Indicator	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Outturn 2024/25	Perf. Trend	Traffic Light Icon	Target
Properties with Landlord Gas Safety Record (LGSR)	100%	100%	99.96%	99.89%	99.89%	↓	⚠️	100%
Blocks with a valid Fire Risk Assessment (FRA)	100%	100%	100%	100%	100%	▬	✅	100%
Blocks with a valid Water Safety Risk Assessment	100%	100%	100%	100%	100%	▬	✅	100%
Blocks with valid (in date) Electrical Certificate (EICR)	100%	99.29%	97.86%	98.57%	98.57%	↑	⚠️	100%
Homes with a valid (in date) Electrical Certificate (EICR)	99.79%	100%	99.94%	100%	100%	↓	✅	100%
Blocks with a valid Asbestos Risk Assessment	100%	100%	100%	100%	100%	▬	✅	100%
Lift insurance visits (LOLER) completed on blocks	100%	100%	100%	100%	100%	▬	✅	100%



Comments:

We are fully compliant (100%) on safety checks for Fire, Water, Asbestos and Lifts.

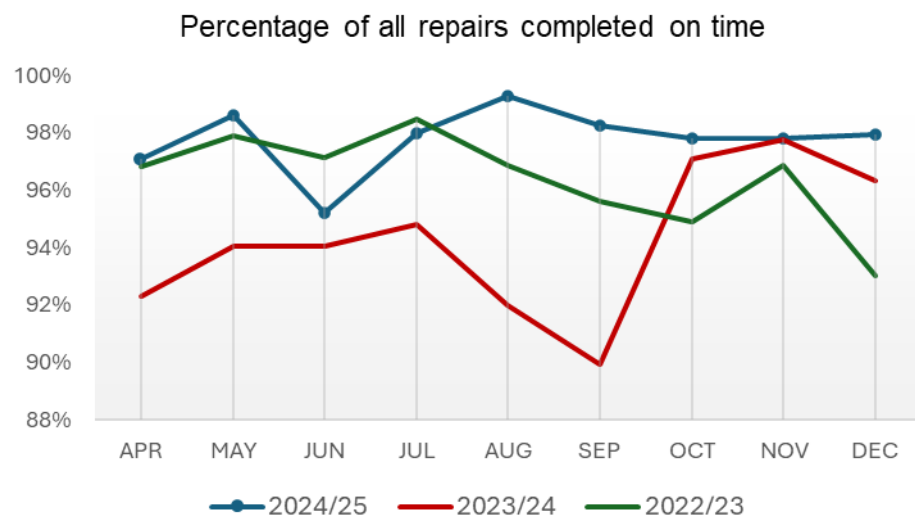
Properties with Landlord Gas Safety Record (LGSR): (2,820/2,823) 3 properties outstanding at end of period, affected by tenant access issues. Appointments have been remade. Ongoing performance issues with the contractor, improvement plan in place and being monitored.

Blocks with a valid (in date) Electrical Certificate (EICR): (138/140) 2 blocks outstanding at end of period. Completed by due date but supply of documentation delayed. These are now back at 100% in April.

Homes with a valid (in date) Electrical Certificate (EICR): 100% (3,400/3,400) properties.

Repairs and Maintenance

Performance Indicator	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Outturn 2024/25	Perf. Trend	Traffic Light Icon	Target
Percentage of all responsive repairs completed on time	97%	98%	98%	98%	98%	↑	🟢	90%
Repair appointments kept	96%	96%	95%	94%	95%	↓	🟡	95%
Percentage of tenants satisfied with day-to-day repairs	87%	88%	88%	89%	88%	↑	🟡	90%
Capital programme spent	7%	30%	56%	88%	88%	↑	🔴	95% (Annual)
Properties that meet decent homes standard	91%	94%	98%	99%	99%	↑	🟢	99%



Comments:

Overall performance on repairs completed on time remained at 98% and is above target. Percentage of repair appointments dropped just below target in Q4 – 2,475 repairs completed on time out of 2,539 total repairs in period.

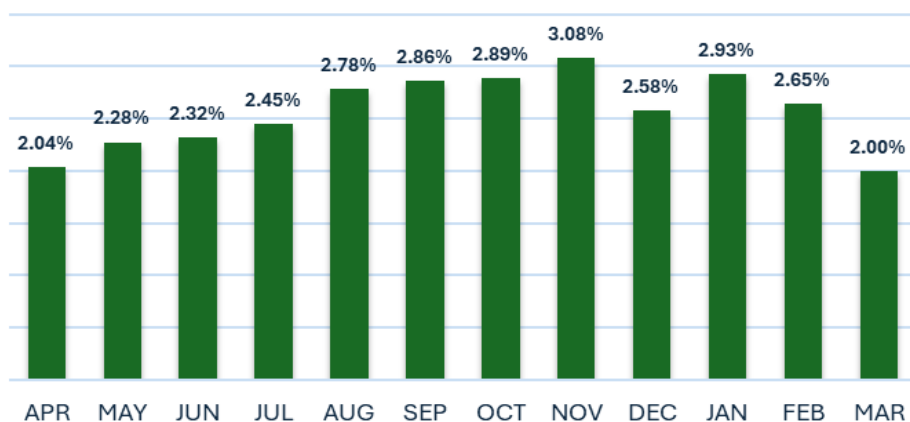
Our **capital programme** expenditure (which covers long-term improvement to homes) was at 88% in Q4 against target of 95%. £8million total expenditure out of £9.1million allocated budget. Some high value works programmes were slow to start last year due to their complexity and some contractor issues and works delayed carried over from previous financial year, which has resulted in the target being missed.

Properties that meet decent homes standard: 99% at the end of Q4 there were 72 failings currently across the stock. 352 properties have been made 'decent' during 2024/25.

Housing Management

Performance Indicator	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Outturn 2024/25	Perf. Trend	Traffic Light Icon	Target
Average days to re-let homes (excluding major work)	25	20	22	18	22	↑	✓	25
Average days to re-let homes (including major works)	36	31	28	32	32	↓	✓	35
Satisfaction with ASB case handling	100%	100%	100%	100%	100%	▬	✓	60%
Current tenant arrears % of projected annual rent	2.32%	2.86%	2.58%	2.00%	2.00%	↑	✓	3%
Former tenant arrears as % of projected annual rent	1.63%	1.66%	1.65%	1.67%	1.67%	↓	✓	2%
Rent collected as a percentage of rent due	97.6%	97%	99.2%	99.93%	99.93%	↑	✓	98%

Total current tenant arrears as % projected annual rental income



Comments:











Average re-let times (excluding major work) remains within target position. We are also within target for overall re-lets (including major works) in the period.

Current tenant arrears: Improved position on Q3 decreasing from £511k (2.58%) in Q3 to £406k (2.00%) of total rent due for the year (£20.3M).

Former tenant arrears have increased slightly from 1.65% (£328k) in Q3 to 1.67% (£339k) of total rent due for the year (£20.3M) but continues to remain within target.







For **rent collection**, we collected 99.9% of all the rent and service charges at end of Q4 up from 99.2% at end of Q3.

Strategic Housing and Homelessness

Performance Indicator	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	YTD 2024/25	Perf. Trend	Traffic Light Icon	Target
Number of homelessness approaches	338	365	292	361	1,356	↓		-
No. households registered on the Housing Waiting List	1,382	1,408	1,569	1,163	1,163	↑		-
Prevent & Relief duties closed as homelessness prevented/relieved	46%	49%	43%	36%	42%	↓		40%
Average number of rough sleepers in the period	17	22	11	11	15	→		-
Average number of households in temporary accommodation	51	57	60	87	64	↓		35
Average number of households in Bed and Breakfast	11	17	14	23	16	↑		0
Long-term empty homes brought back into use	27	16	15	18	76	↓		50
Council home new builds and acquisitions started	0	0	0	44	44	↑		20
Affordable homes delivered by the Council and its partners	4	0	0	19	23	↑		80
Private sector homes improved through Council intervention	77	64	73	103	317	↑		300

Performance Indicator	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	YTD 2024/25	Perf. Trend	Traffic Light Icon	Target															
<div><div><h3>Strategic Housing delivery</h3><table><caption>Strategic Housing delivery Data</caption><thead><tr><th>Category</th><th>Delivered (%)</th><th>Target gap (%)</th></tr></thead><tbody><tr><td>Empty homes</td><td>75</td><td>-15</td></tr><tr><td>New builds & Acq</td><td>65</td><td>-15</td></tr><tr><td>Affordable</td><td>30</td><td>70</td></tr><tr><td>PS Impr</td><td>95</td><td>-5</td></tr></tbody></table></div><div><p>Comments:</p><p>Households in temporary accommodation: The number of households in temporary accommodation continues to remain high in line with national trends. The placements into this accommodation have included a significant number of single people with more complex issues, for whom providing suitable long-term accommodation is proving more difficult. The council is actively looking into utilising a further 10-20 suitable units from the HRA to be utilised as TA over the short-term (2 years). End of year outturn (64) households on average compared with (36) in previous year.</p><p>Households in Bed and Breakfast: The number of households in bed and breakfast accommodation has increased during Quarter 4 due to placements from the Severe Weather Emergency Protocol (SWEP) compared with the previous quarter and same period last year. Placements in this accommodation type are also being used for single people with more complex needs, for whom long-term move on accommodation is much more limited and has also been used as accommodation for families in emergency situations. End of year outturn (16) households on average compared with 10 in previous year.</p><p>Affordable homes delivered by Council and its partners: A further 19 affordable homes were delivered by the council and its partners during the quarter. Developers are finding it difficult to source 'registered provider' partners (RPs) to acquire affordable housing schemes that are being provided through planning agreements in the district. This trend is due to RPs reducing their development programme because of costs they are facing such as higher borrowing costs and costs for zero carbon retrofitting. We have seen a number of schemes due to complete in 2024/25 delayed because of these issues. The Schemes that were delayed will now be completed in 2025/26 year, including a development of approximately 90 homes for affordable rent and shared ownership purchase delivered on sites in Folkestone, Hythe, New Romney and Lyminge.</p></div></div>									Category	Delivered (%)	Target gap (%)	Empty homes	75	-15	New builds & Acq	65	-15	Affordable	30	70	PS Impr	95	-5
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Customer Service and Complaints

Performance Indicator	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Outturn 2024/25	Perf. Trend	Traffic Light Icon	Target
Housing Case management – Total received calls	2,407	2,244	1,828	2,068	8,547	↑		-
Housing Case management – Percentage of calls served	98%	97.8%	97.8%	97.3%	97.4%	↓		98%
The number of tenant complaints received	14*	16	6*	19	55*	↓		No target
Tenant complaints answered on time	100%	85%	100%	100%	96%	↑		95%
Satisfaction with complaints handling	11%	0%	0%	67%	25%	↑		60%
Satisfaction with complaints outcome	0%	0%	0%	67%	17%	↑		50%

	<p>Comments:</p> <p>Housing Case management – Percentage of calls served. In Q4 97.3% of calls were served (2,013/2,068). 40 calls were abandoned, 15 were dissuaded.</p> <p>Tenant complaints answered on time: 19 complaints closed in Q4 of which 19 were closed on time.</p> <p><i>*Revised figures for Q1 and Q3 due to a total of three third party complaints being included. (previously 16 in Q1 and 7 in Q2) Overall outturn for year 55 complaints received.</i></p> <p>Satisfaction with complaints handling: In Q4, a total of 16 surveys were sent out in the period, a total of 3 survey responses were received of which 2 were positive responses (fairly/very satisfied) for complaint ‘handling’ and satisfaction with complaints ‘outcome’ (67%).</p> <p>For complaint handling across 2024/25 year, there were 3 positive responses out of a total of 12 responses received (25%). In relation to satisfaction with complaints outcome there were 2 positive responses out of 12 received (17%).</p>
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