



Folkestone & Hythe District Council

Quarter 2 Housing Performance Report (July-September 2025)



Your Cabinet Members



Cllr Jim Martin
Leader of the Council and Cabinet Member
for Otterpool Park and
Planning Policy



Cllr Tim Prater
Deputy Leader and Cabinet Member
for Finance and Governance



Cllr Rebecca Shoob
Cabinet Member for Housing and
Homelessness



Cllr Stephen Scoffham
Cabinet Member for Climate,
Environment and Biodiversity



Cllr Jeremy Speakman
Cabinet Member for Waste and Street
cleansing and Corporate Health & Safety



Cllr Polly Blakemore
Cabinet Member for Transport,
Regulatory Services and Building Control



Cllr Mike Blakemore
Cabinet Member for Community and
Collaboration



Cllr James Butcher
Cabinet Member for Place Plan, Heritage,
Tourism and District Economy



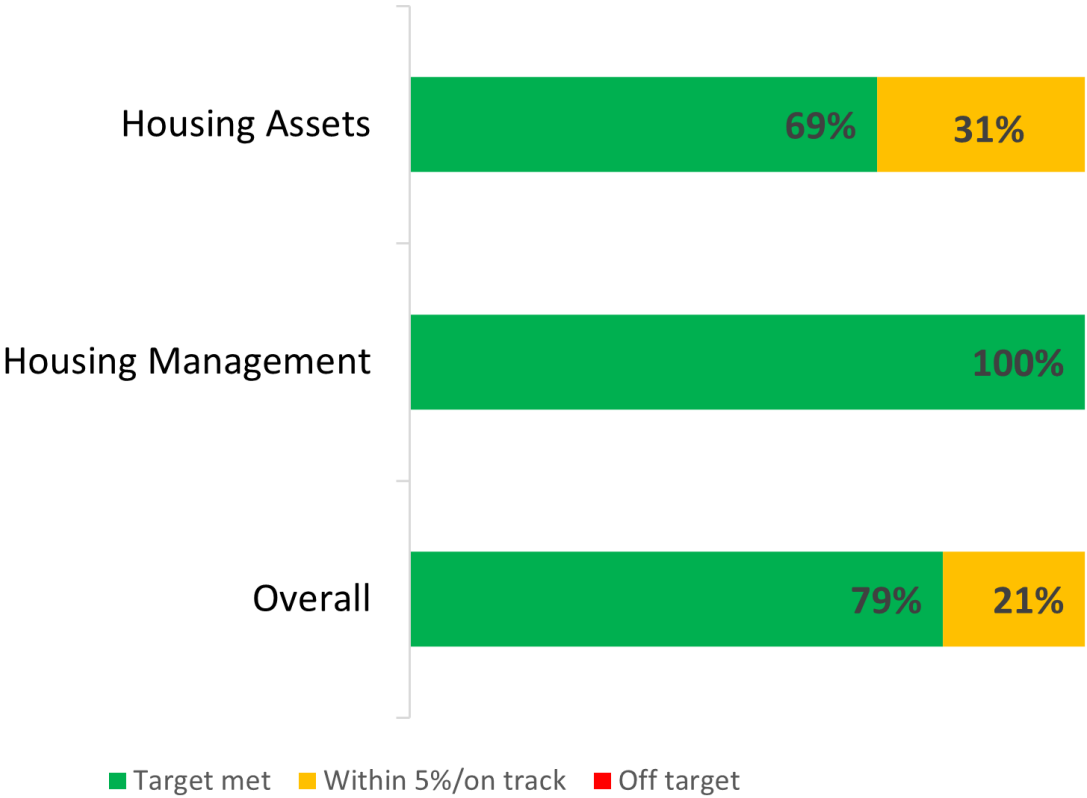
Cllr Gary Fuller
Cabinet Member for Resident
engagement and accountability



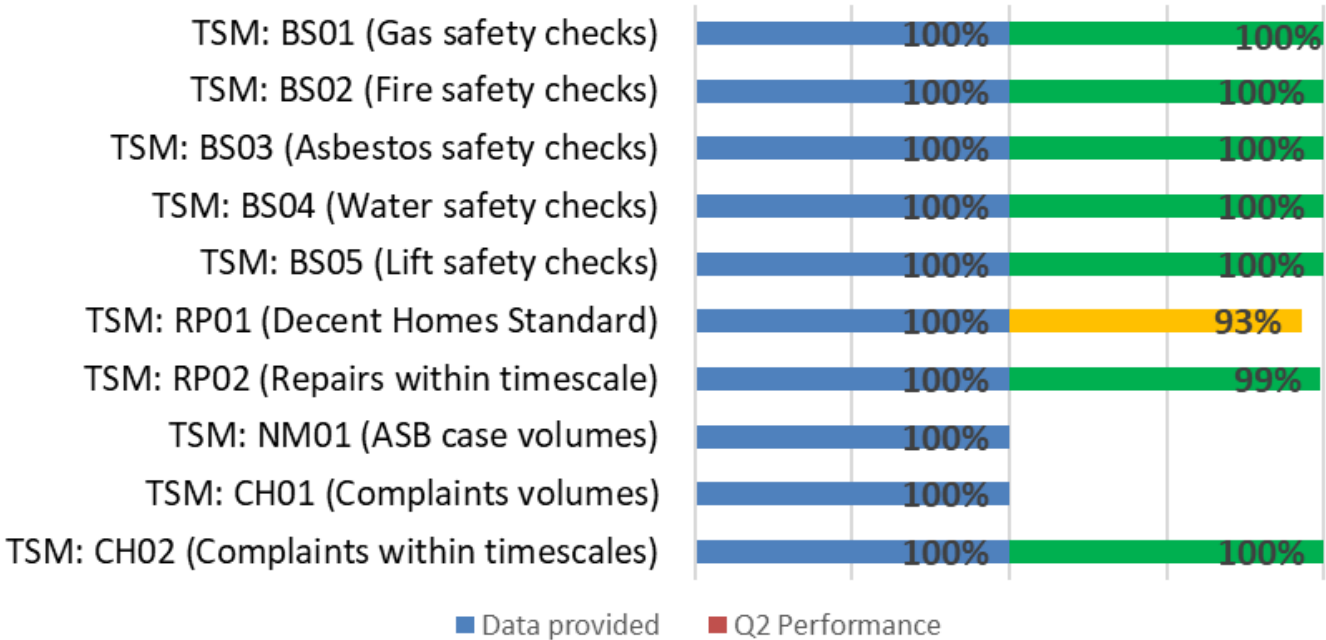
Cllr Connor McConville
Cabinet Member for Assets and Local
Government Reorganisation

Summary of Performance

Housing Landlord Service



Tenant Satisfaction Measures



Housing Performance Report

This report sets out performance data for:

1. Housing Assets
2. Housing Management

Housing Assets

	Key Performance Indicator	Q2 2024-25 Comparison	Q1 Actual 2025-26	Q2 Actual 2025-26	Q3 Actual 2025-26	Q4 Actual 2025-26	Year to date position (YTD)	Target	On Target	Performance (Compared to same quarter last year)	Comments
KPI CODE	Compliance										
GAS01	Domestic properties with a valid Landlord Gas Safety Record (LGSR)	100% (2,828 / 2,828)	100% (2,820 / 2,820)	100% (2,815 / 2,815)			100% (2,815 / 2,815)	100%	✓		<i>TSM: BS01 (Gas safety checks)</i> Aim to maximise. On target at end of period and performance consistent with same quarter last year.
FRA01	Housing blocks with a valid Fire Risk Assessment	100% (179 / 179)	100% (182 / 182)	100% (182 / 182)			100% (182 / 182)	100%	✓		<i>TSM: BS02 (Fire safety checks)</i> Aim to maximise. On target at end of period and performance consistent with same quarter last year.
LEG01	Housing blocks with a valid Legionella Risk Assessment	100% (25 / 25)	100% (29 / 29)	100% (80 / 80)			100% (80 / 80)	100%	✓		<i>TSM: BS04 (Water safety checks)</i> Aim to maximise. On target at end of period and performance consistent with same quarter last year.
ELE01	Housing blocks with valid (in date) Electrical Installation Condition Report (EICR)	99.30% (141 / 142)	99.30% (142 / 143)	100% (143 / 143)			100% (143 / 143)	100%	✓		Aim to maximise. Improved performance against same quarter last year. No outstanding EICRs on blocks.
ELE02	Domestic properties with a valid (in date) Electrical Installation Condition Report (EICR)	100% (3,399 / 3,399)	99.88% (3,390 / 3,994)	99.97% (3,384 / 3,385)			99.97% (3,384 / 3,385)	100%	X		Aim to maximise. Performance below same quarter last year. One property outstanding due to no electricity supply and is therefore currently safe.
ABS01	Housing blocks that are Asbestos compliant	100% (107 / 107)	100% (104 / 104)	100% (104 / 104)			100% (104 / 104)	100%	✓		<i>TSM: BS03 (Asbestos safety checks)</i> Aim to maximise. On target at end of period and performance consistent with same quarter last year.
LIF03	Lift safety insurance checks on communal passenger lifts (LOLER)	100% (14 / 14)	100% (14 / 14)	100% (14 / 14)			100% (14 / 14)	100%	✓		<i>TSM: BS05 (Lift safety checks)</i> Aim to maximise. On target at end of period and performance consistent with same quarter last year.
	Performance Key	 Improved Performance	 Worsened Performance	 Performance is the same							
	RAG Status Key	✓ Target met	X Within 5% of target	X Off Target	✓ On track to meet target at Year end						

Housing Assets

	Key Performance Indicator	Q2 2024-25 Comparison	Q1 Actual 2025-26	Q2 Actual 2025-26	Q3 Actual 2025-26	Q4 Actual 2025-26	Year to date position (YTD)	Target	On Target	Performance (Compared to same quarter last year)	Comments
KPI CODE	Responsive Repairs										
REP01	Percentage of all responsive repairs completed on time	98% <i>(2,370 / 2,406)</i>	96% <i>(1,954 / 2,033)</i>	99% <i>(2,223 / 2,254)</i>			97% <i>(4,177 / 4,287)</i>	90%	✓	↑	Aim to maximise. Performance has improved against same quarter last year. On Target.
REP02	Percentage of emergency repairs completed on time	99% <i>(447 / 449)</i>	99% <i>(451 / 457)</i>	97% <i>(410 / 421)</i>			98% <i>(861 / 878)</i>	98%	X	↓	<i>TSM: RP02 (Repairs within timescale)</i> Aim to maximise. Performance down on same quarter last year. A change in subcontractor affected performance.
NEW KPI	Percentage of non-emergency repairs completed on time	98.2% <i>(1,923 / 1,957)</i>	95% <i>(1,503 / 1,576)</i>	99% <i>(1,814 / 1,833)</i>			98% <i>(3,317 / 3,141)</i>	90%	✓	↑	<i>TSM: RP02 (Repairs within timescale)</i> Aim to maximise. Performance improved compared to same quarter last year and is on target.
REP07	Tenant satisfaction with repairs (transactional)	90%	94%	94%			94%	90%	✓	↑	Aim to maximise. (From post-repair surveys). Performance improved on same quarter last year and is on target.
	Capital Programme										
DEC01	Properties that meet decent homes standard	94% <i>(3,199 / 3,402)</i>	93% <i>(3,148 / 3,403)</i>	93% <i>(3,182 / 3,410)</i>			93% <i>(3,182 / 3,410)</i>	99% (Annual)	✓	↓	<i>TSM: RP01 (Decent Homes Standard)</i> Aim to maximise. Performance down on same quarter last year, but on track to meet target at year-end.
EPC01	Properties with a known EPC rating of grade C or above	68% <i>(1,932 / 2,847)</i>	76% <i>(2,507 / 3,299)</i>	78% <i>(2,562 / 3,302)</i>			78% <i>(2,562 / 3,302)</i>	80% by end 2025/26	✓	↑	Aim to maximise. Performance improved on same quarter last year and on track to meet target at year-end.
NEW KPI	Number properties without a known EPC rating	-	116	108			108	No Target	-	New KPI for 2025-26	Aim to minimise. To monitor only (no target).
	Performance Key	↑ Improved Performance		↓ Worsened Performance		▬ Performance is the same					
	RAG Status Key	✓ Target met		X Within 5% of target	X Off Target		✓ On track to meet target at Year end				











Housing Management

	Key Performance Indicator	Q2 2024-25 Comparison	Q1 Actual 2025-26	Q2 Actual 2025-26	Q3 Actual 2025-26	Q4 Actual 2025-26	Year to date position (YTD)	Target	On Target	Performance (Compared to same quarter last year)	Comments
KPI CODE	Social housing re-lets										
VOID1b	Total number of social housing re-lets in the period	42	33	34			67	No target	-	↓	Aim to maximise (more is generally better). For monitoring only. Fewer re-lets than same quarter last year.
VOID01	Average days to re-let all properties excluding major works (standard re-lets)	21	22	24			23	25 days	✓	↓	Aim to minimise. Performance slightly down on same quarter last year, but is on target.
VOID02	Average days to re-let all properties including major works	32	32	28			30	35 days	✓	↑	Aim to minimise. Performance has improved on same quarter last year and is on target.
	Rent collection and arrears										
ARR01	Current tenant arrears as percentage of projected annual rental income	2.86%	2.33%	2.62%			2.62%	3%	✓	↑	Aim to minimise. Performance has improved slightly on the same quarter last year and within target.
NEW KPI	Total current tenant arrears (monetary value)	£571,347	£471,045	£528,307			£528,307	No Target	-	↑	Aim to minimise. Arrears are slightly lower than same quarter last year and within manageable levels (see above).
ARR04	Former tenant arrears as a percentage of projected annual rental income	1.66%	1.70%	1.69%			1.69%	2%	✓	↓	Aim to minimise. Arrears are slightly higher than same quarter last year but within target.
NEW KPI	Total former tenant arrears (monetary value)	£331,987	£342,802	£340,706			£340,706	No Target	-	↓	Aim to minimise. Arrears are slightly higher than same quarter last year but within manageable levels (see above).
REN01	Rent and service charges collected as a percentage of rent due (to date)	97.04%	101.34%	99.30%			99.30%	98%	✓	↑	Aim to maximise. Performance has improved on same quarter last year and is on target.
	Performance Key	↑ Improved Performance	↓ Worsened Performance	▬ Performance is the same							
	RAG Status Key	✓ Target met	X Within 5% of target	X Off Target	✓ On track to meet target at Year end						

Housing Management

	Key Performance Indicator	Q2 2024-25 Comparison	Q1 Actual 2025-26	Q2 Actual 2025-26	Q3 Actual 2025-26	Q4 Actual 2025-26	Year to date position (YTD)	Target	On Target	Performance (Compared to same quarter last year)	Comments
KPI CODE	Housing Anti-social behaviour (ASB)										
ASB02	Number of New ASB cases per 1,000 properties	4.42	7.62	11.44			19.06	No Target	-	↓	TSM: NM01 (ASB relative to size of landlord). Aim to minimise. Higher than at same quarter last year. Reflects better recording.
NEW KPI	Number of ASB cases opened in the period	15	26	39			65	No Target	-	↓	Aim to minimise (fewer is better). More cases opened than at same quarter last year.
NEW KPI	Number of ASB cases closed in the period	26	34	40			74	No Target	-	↑	Aim to maximise (proportionate to above). A greater number closed than at same quarter last year.
	Housing Landlord Service Complaints										
CMP01	Number of complaints for the housing landlord service received n the period	16	13	23*			36*	No Target	-	↓	Aim to minimise For monitoring . More complaints than same quarter last year. (*Correction from previously reported Q2 position of 25)
NEW KPI	Number of complaints for the housing landlord service closed in the period	16	13	18			31	No Target	-	↓	Aim to maximise (proportionate to above). Slightly more closed than at same quarter last year.
CMP06	Percentage of housing landlord service complaints closed on time	87.5%	100%	100%			100%	95%	✓	↑	TSM CH02 (Complaints within timescales). Aim to maximise. Performance has improved on same quarter last year and on target.
	Performance Key	↑ Improved Performance	↓ Worsened Performance	▬ Performance is the same							
	RAG Status Key	✓ Target met	X Within 5% of target	X Off Target	✓ On track to meet target at Year end						

Housing Management

	Key Performance Indicator	Q2 2024-25 Comparison	Q1 Actual 2025-26	Q2 Actual 2025-26	Q3 Actual 2025-26	Q4 Actual 2025-26	Year to date position (YTD)	Target	On Target	Performance (Compared to same quarter last year)	Comments
	Housing Landlord Service Complaints										
NEW KPI	Number of housing landlord service complaints received per 1,000 properties	4.72	3.83	7.37			11.21	No Target	-		<i>TSM: CH01</i> (Complaints relative to size of landlord). Aim to minimise. Higher than at same quarter last year.
NEW KPI	Total number of Stage 1 housing landlord service complaints received	14	9	14			23	No Target	-		Aim to minimise. Number comparable to same quarter last year.
NEW KPI	Total number of Stage 2 housing landlord service complaints received	2	4	9			13	No Target	-		Aim to minimise. A higher proportion escalated to Stage 2, compared to same quarter last year.
	Performance Key	 Improved Performance		 Worsened Performance		 Performance is the same					
	RAG Status Key	 Target met		 Within 5% of target	 Off Target		 On track to meet target at Year end				