



# Folkestone & Hythe District Council

Quarter 3 Housing Performance Report (October– December 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



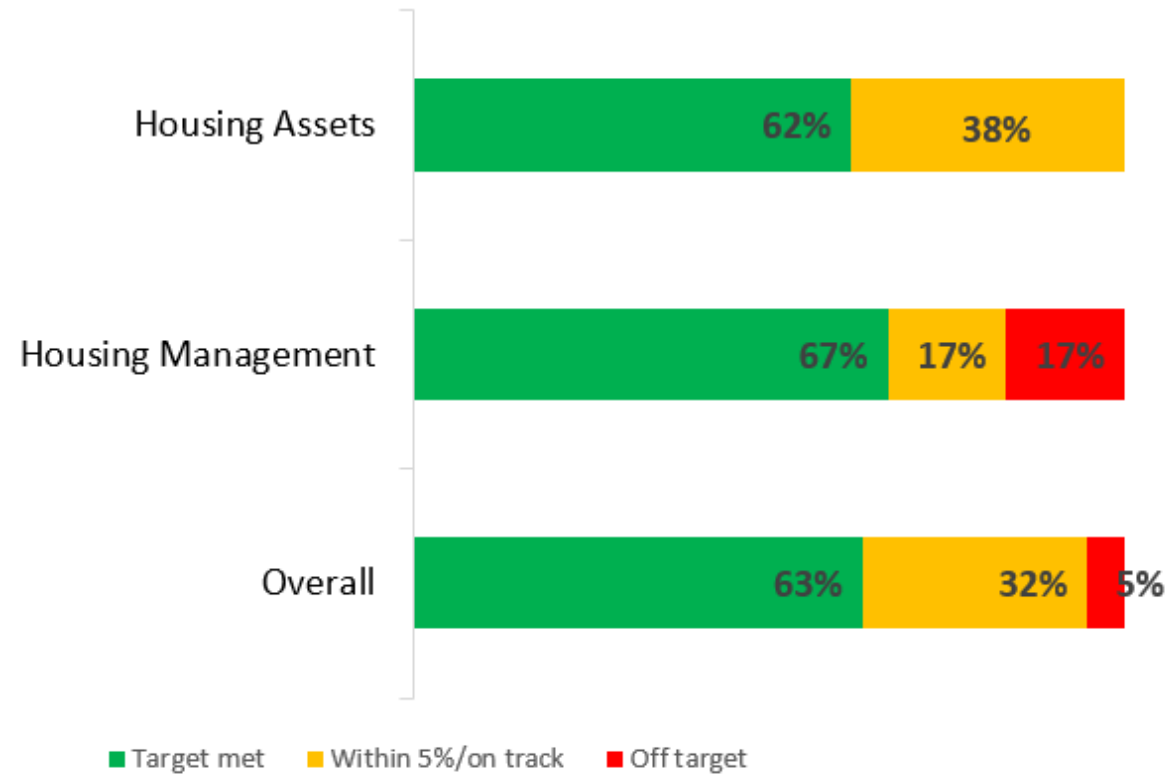
**Cllr Gary Fuller**  
Cabinet Member for Resident  
engagement and accountability



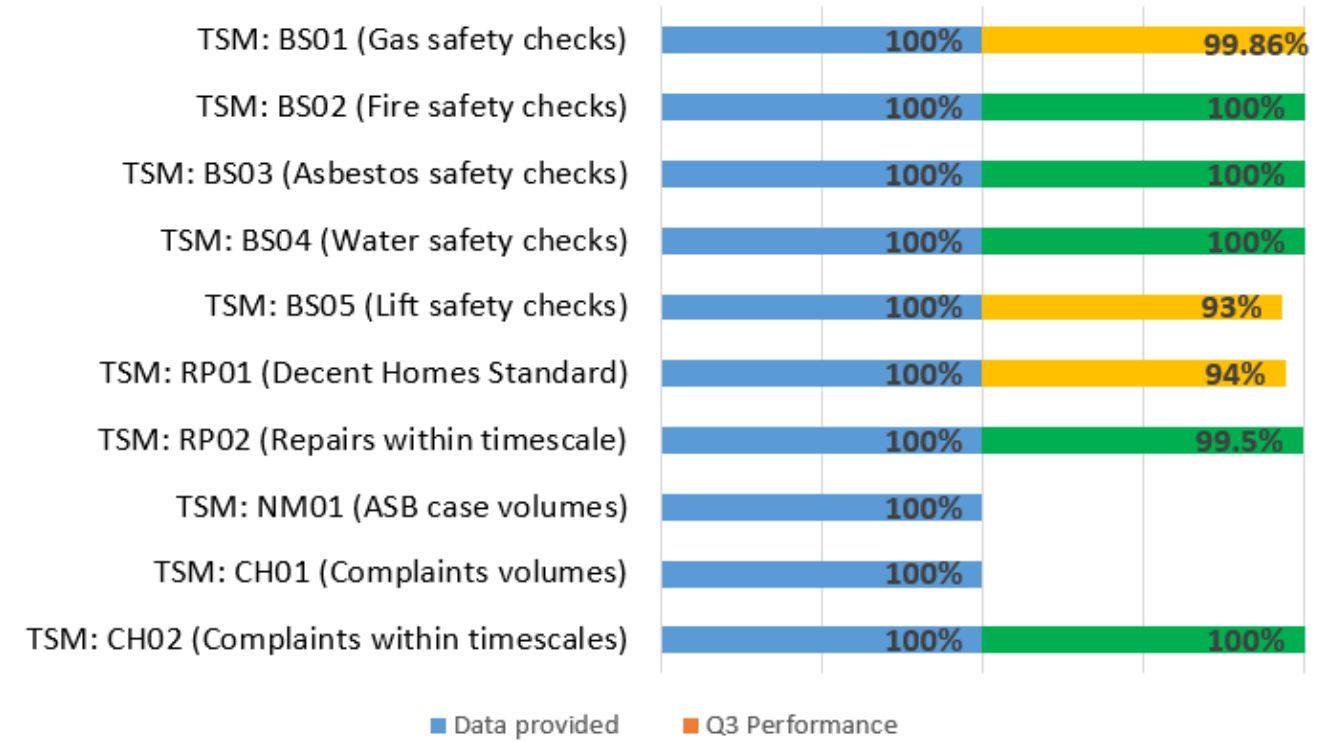
**Cllr Connor McConville**  
Cabinet Member for Assets and Local  
Government Reorganisation

# 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	Q3 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)	99.96% (2,823/2,824)	100% (2,820 / 2,820)	100% (2,815 / 2,815)	99.86% (2,804/2,808)		99.86% (2,804/2,808)	100%	X	↓	<i>TSM: BS01 (Gas safety checks)</i> <b>Aim to maximise.</b> Performance below same quarter last year. Four outstanding with appointments booked.
FRA01	Housing blocks with a valid Fire Risk Assessment	100% (178 / 178)	100% (182 / 182)	100% (182 / 182)	100% (182 / 182)		100% (182 / 182)	100%	✓	▬	<i>TSM: BS02 (Fire safety checks)</i> <b>Aim to maximise.</b> On target at end of period and performance consistent with same quarter last year.
LEG01	Housing blocks with a valid Legionella Risk Assessment	100% (29 / 29)	100% (29 / 29)	100% (80 / 80)	100% (80 / 80)		100% (80 / 80)	100%	✓	▬	<i>TSM: BS04 (Water safety checks)</i> <b>Aim to maximise.</b> 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)	97.86% (137 / 140)	99.30% (142 / 143)	100% (143 / 143)	100% (143 / 143)		100% (143 / 143)	100%	✓	↑	<b>Aim to maximise.</b> Improved performance against same quarter last year.
ELE02	Domestic properties with a valid (in date) Electrical Installation Condition Report (EICR)	99.94% (3,391/3,393)	99.88% (3,390 / 3,994)	99.97% (3,384 / 3,385)	99.88% (3,380 / 3,384)		99.88% (3,380 / 3,384)	100%	X	↓	<b>Aim to maximise.</b> Performance below same quarter last year. Four properties outstanding at end of period due to contractor performance.
ABS01	Housing blocks that are Asbestos compliant	100% (106 / 106)	100% (104 / 104)	100% (104 / 104)	100% (104 / 104)		100% (104 / 104)	100%	✓	▬	<i>TSM: BS03 (Asbestos safety checks)</i> <b>Aim to maximise.</b> 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)	92.86% (13 / 14)		92.86% (13 / 14)	100%	X	↓	<i>TSM: BS05 (Lift safety checks)</i> <b>Aim to maximise.</b> Performance below same quarter last year. One check outstanding at end of period.
	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

	<u>Key Performance Indicator</u>	Q3 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% (2,212/2,261)	96% (1,954 / 2,033)	99% (2,223 / 2,254)	<b>99%</b> (2,455 / 2,468)		99% (2,455 / 2,468)	90%	✓	↑	<b>Aim to maximise.</b> On target. Performance has improved against same quarter last year.
REP02	Percentage of emergency repairs completed on time	99.7% (424 / 425)	99% (451 / 457)	97% (410 / 421)	<b>99.8%</b> (538 / 539)		98.7% (1,399 / 1,417)	98%	✓	↑	<i>TSM: RP02 (Repairs within timescale)</i> <b>Aim to maximise.</b> On target. Performance broadly comparable to same quarter last year.
REP03	Percentage of non-emergency repairs completed on time	97% (1,787 / 1,837)	95% (1,503 / 1,576)	99% (1,814 / 1,833)	<b>99%</b> (1,782 / 1,791)		99% (1,782 / 1,791)	90%	✓	↑	<i>TSM: RP02 (Repairs within timescale)</i> <b>Aim to maximise.</b> On target. Performance improved compared to same quarter last year.
REP07	Tenant satisfaction with repairs (transactional)	87%	94%	94%	<b>92%</b>		92%	90%	✓	↑	<b>Aim to maximise.</b> (From post-repair surveys). On target. Performance improved on same quarter last year.
KPI CODE	Capital Programme										
DEC01	Properties that meet decent homes standard	98% (3,330/3,402)	93% (3,148 / 3,403)	93% (3,182 / 3,410)	<b>94%</b> (3,194 / 3,394)		94% (3,194 / 3,394)	99% (Annual)	✓	↓	<i>TSM: RP01 (Decent Homes Standard)</i> <b>Aim to maximise.</b> Performance down on same quarter last year, but on track to meet target by year-end.
EPC01	Properties with a known EPC rating of grade C or above	72% (2,043/2,856)	76% (2,507 / 3,299)	78% (2,562 / 3,302)	<b>78%</b> (2,633 / 3,365)		78% (2,633 / 3,365)	80% by end 2025/26	✓	↑	<b>Aim to maximise.</b> Performance improved on same quarter last year and on track to meet target by year-end.
EPC02	Number properties without a known EPC rating	-	116	108	<b>70</b>		70	No Target		New KPI for 2025-26	<b>Aim to minimise.</b> To monitor only (no target). Performance improving quarter on quarter.
	<b>Performance Key</b>	↑ Improved Performance		↓ Worsened Performance		▬ Performance is the same					
	<b>RAG Status Key</b>	✓ Target met		X Within 5% of target	X Off Target		✓ On track to meet target at Year end				

# Housing Management

	Key Performance Indicator	Q3 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	49	33	34	35		102	No target		↓	<b>Aim to maximise</b> (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)	22	22	24	20		22	25 days	✓	↑	<b>Aim to minimise.</b> Performance improved on same quarter last year and is on target.
VOID02	Average days to re-let all properties including major works	28	32	28	38		33	35 days	X	↓	<b>Aim to minimise.</b> Performance down on same quarter last year. One property required exceptional works. YTD on target.
	Rent collection and arrears										
ARR01	Current tenant arrears as percentage of projected annual rental income	2.58%	2.33%	2.62%	3.14%		3.14%	3%	X	↓	<b>Aim to minimise.</b> Performance down on the same quarter last year due to no posted payments over Christmas period.
ARR02	Total current tenant arrears (monetary value)	£511,777	£471,045	£528,307	£629,313		£629,313	No Target		↓	<b>Aim to minimise.</b> Arrears are higher than same quarter last year but within manageable levels (see comment above).
ARR04	Former tenant arrears as a percentage of projected annual rental income	1.65%	1.70%	1.69%	1.72%		1.72%	2%	✓	↓	<b>Aim to minimise.</b> Arrears are slightly higher than same quarter last year but within target.
ARR05	Total former tenant arrears (monetary value)	£328,072	£342,802	£340,706	£344,978		£344,978	No Target		↓	<b>Aim to minimise.</b> 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)	99.21%	101.34%	99.30%	98.39%		98.39%	98%	✓	↓	<b>Aim to maximise.</b> Performance is down slightly on the same quarter last year, but 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	Q3 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)										
ASB01	Number of New ASB cases per 1,000 properties	2.65	7.62	11.44	4.69		23.75	No Target		↓	<i>TSM: NM01 (ASB /size of landlord). Aim to minimise.</i> Data only. Higher than at same quarter last year. Reflects better recording.
ASB02	Number of ASB cases opened in the period	9	26	39	16		81	No Target		↓	<b>Aim to minimise</b> (fewer is better). Data only. More cases opened than at same quarter last year.
ASB03	Number of ASB cases closed in the period	12	34	40	20		94	No Target		↑	<b>Aim to maximise</b> (proportionate to above). Data only. More closed than at same quarter last year.
	Housing Landlord Service Complaints										
CM01	Number of complaints for the housing landlord service received in the period	6	13	23	5		41	No Target		↑	<b>Aim to minimise.</b> (Fewer generally better). Data only. Fewer complaints than last year.
CM02	Number of complaints for the housing landlord service closed in the period	6	13	18	9		40	No Target		↑	<b>Aim to maximise</b> (proportionate to above). More closed than at same quarter last year.
CM06	Percentage of housing landlord service complaints closed on time	100%	100%	100%	100%		100%	95%		▬	<i>TSM.CH02 (Complaints within timescales). Aim to maximise.</i> Performance the same as 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	Q3 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
	<b>Housing Landlord Service Complaints</b>										
<b>CM07</b>	Number of housing landlord service complaints received per 1,000 properties	1.77	3.83	7.37	1.47		12.09	No Target			<i>TSM: CH01 (Complaints/size of landlord). Aim to minimise. Data only. Lower than same quarter last year.</i>
<b>CM08</b>	Total number of Stage 1 housing landlord service complaints received	6	9	14	4		27	No Target			<b>Aim to minimise.</b> Data only. Fewer Stage 1 complaints received than same quarter last year.
<b>CM09</b>	Total number of Stage 2 housing landlord service complaints received	0	4	9	1		14	No Target			<b>Aim to minimise.</b> Data only. One more escalated to Stage 2, compared to same quarter last year.
	<b>Performance Key</b>	 Improved Performance		 Worsened Performance		 Performance is the same					
	<b>RAG Status Key</b>	 Target met		 Within 5% of target	 Off Target		 On track to meet target at Year end				