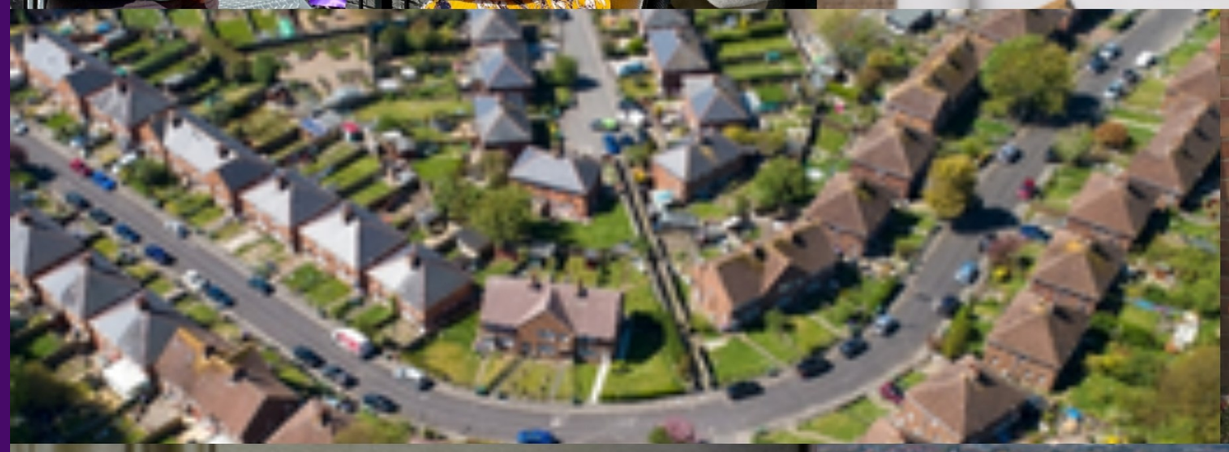






Folkestone & Hythe District Council

Appendix 2: Quarter 4 and End of Year Housing Performance Report 2025-26

Folkestone & Hythe District Council

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



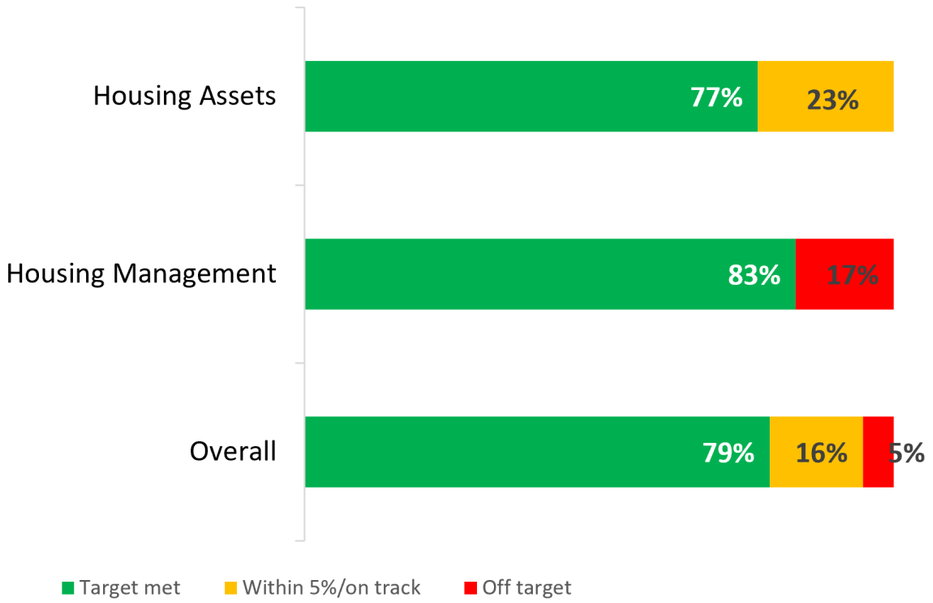
Cllr Gary Fuller
Cabinet Member for Resident engagement and accountability



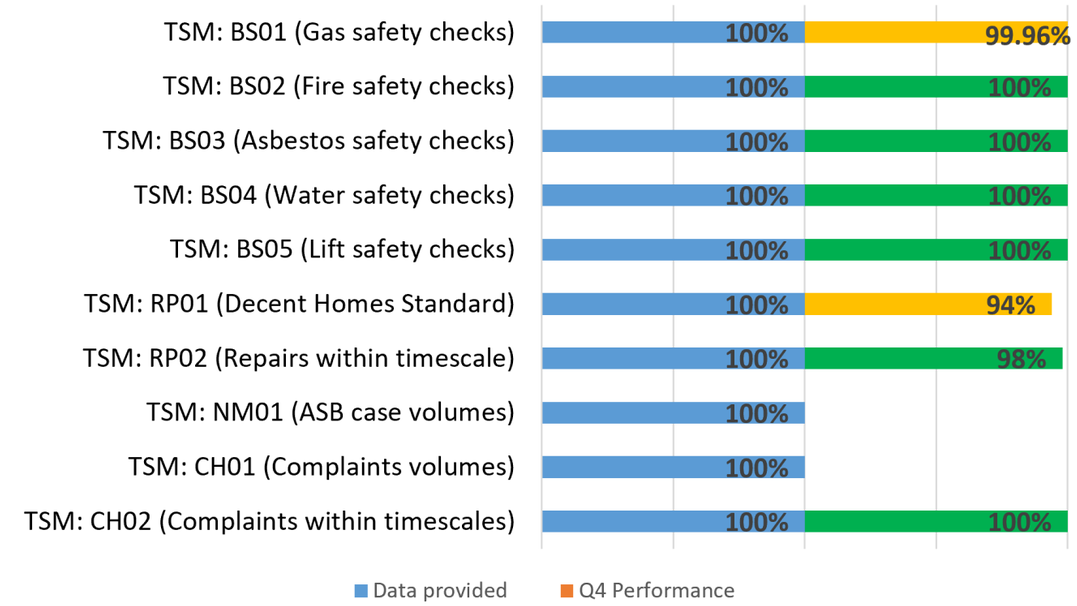
Cllr Connor McConville
Cabinet Member for Assets and Local Government Reorganisation

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

Folkestone & Hythe District Council

Housing Assets

	Key Performance Indicator	2024-25 Outturn	Q1 Actual 2025-26	Q2 Actual 2025-26	Q3 Actual 2025-26	Q4 Actual 2025-26	2025-26 Outturn	Target	On Target	Performance (Compared to last year)	Comments
KPI CODE	**Compliance**										
GAS01	Domestic properties with a valid Landlord Gas Safety Record (LGSR)	**99.89%** **(2,820 /2,823)**	100% *(2,820 /2,820)*	100% *(2,815 / 2,815)*	99.86% *(2,804 /2,808)*	99.96% *(2,807 /2,808)*	**99.96%** ***(2,807 /2,808)***	100%	X	⬆	*TSM: BS01 (Gas safety checks)* **Aim to maximise.** Performance slightly improved on last year. One property overdue at the end of period.
FRA01	Housing blocks with a valid Fire Risk Assessment	**100%** ***(182 / 182)***	100% *(182 / 182)*	100% *(182 / 182)*	100% *(182 / 182)*	100% *(180 / 180)*	**100%** ***(180 / 180)***	100%	✓	▬	*TSM: BS02 (Fire safety checks)* **Aim to maximise.** On target at year end and performance consistent with last year's outturn.
LEG01	Housing blocks with a valid Legionella Risk Assessment	**100%** ***(29 / 29)***	100% *(29 / 29)*	100% *(80 / 80)*	100% *(80 / 80)*	100% *(105 / 105)*	**100%** ***(105 / 105)***	100%	✓	▬	*TSM: BS04 (Water safety checks)* **Aim to maximise.** On target at year end and performance consistent with last year's outturn.
ELE01	Housing blocks with valid Electrical Installation Condition Report (EICR)	**98.57%** ***(138 / 140)***	99.30% *(142 / 143)*	100% *(143 / 143)*	100% *(143 / 143)*	100% *(137 / 137)*	**100%** ***(137 /137)***	100%	✓	⬆	**Aim to maximise.** Target met. Improved performance against last year's outturn.
ELE02	Domestic properties with a valid Electrical Installation Condition Report (EICR)	**100%** ***(3,400 /3,400)***	99.88% *(3,390 / 3,994)*	99.97% *(3,384 / 3,385)*	99.88% *(3,380 / 3,384)*	99.76% *(3,376 / 3,384)*	**99.76%** ***(3,376 / 3,384)***	100%	X	⬇	**Aim to maximise.** Performance below last year's outturn. Eight outstanding at end of period.
ABS01	Housing blocks that are Asbestos compliant	**100%** ***(106 / 106)***	100% *(104 / 104)*	100% *(104 / 104)*	100% *(104 / 104)*	100% *(104 / 104)*	**100%** ***(104 / 104)***	100%	✓	▬	*TSM: BS03 (Asbestos safety checks)* **Aim to maximise.** Target met at year end and performance consistent with last year's outturn.
LIF03	Lift safety insurance checks on communal passenger lifts (LOLER)	**100%** ***(14 / 14)***	100% *(14 / 14)*	100% *(14 / 14)*	92.86% *(13 / 14)*	100% *(14 / 14)*	**100%** ***(14 / 14)***	100%	✓	⬆	*TSM: BS05 (Lift safety checks)* **Aim to maximise.** On target at year end and performance consistent with last year's outturn.

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	2024-25 Outturn	Q1 Actual 2025-26	Q2 Actual 2025-26	Q3 Actual 2025-26	Q4 Actual 2025-26	2025-26 Outturn	Target	On Target	Performance (Compared to last year)	Comments
KPI CODE	**Responsive Repairs**										
REP01	Percentage of all responsive repairs completed on time	**98%** ***(9,076 /9,286)***	96% *(1,954 / 2,033)*	99% *(2,223 / 2,254)*	99% *(2,455 / 2,468)*	98% *(2,436 /2,489)*	**98%** ***(9,068 /9,244)***	90%	✓	▬	**Aim to maximise.** Target exceeded. Performance consistent with last year's outturn.
REP02	Percentage of emergency repairs completed on time	**99%** ***(1,808 /1,818)***	99% *(451 / 457)*	97% *(410 / 421)*	99.8% *(538 / 539)*	99% *(446 / 451)*	**98.8%** ***(1,845 /1,868)***	98%	✓	↓	*TSM: RP02 (Repairs within timescale)* **Aim to maximise.** Performance slightly down on last year, but target met for the year.
REP03	Percentage of non-emergency repairs completed on time	**97%** ***(7,235 /7,468)***	95% *(1,503 / 1,576)*	99% *(1,814 / 1,833)*	99% *(1,782 / 1,791)*	98% *(1,990 /2,038)*	**98%** ***(7,224 /7,376)***	90%	✓	↑	*TSM: RP02 (Repairs within timescale)* **Aim to maximise.** Performance improved on last year and target met for the year.
REP07	Tenant satisfaction with repairs *(transactional, post-repair surveys)*	**88%**	94%	94%	92%	94%	**93%**	90%	✓	↑	**Aim to maximise.** Performance improved on last year and target met for the year.
KPI CODE	**Capital Programme**										
DEC01	Properties that meet decent homes standard	**99%** ***(3,372 / 3,409)***	93% *(3,148 / 3,403)*	93% *(3,182 / 3,410)*	94% *(3,194 / 3,394)*	94% *(3,207 / 3,400)*	**94%** ***(3,207 / 3,400)***	99% (Annual)	X	↓	*TSM: RP01 (Decent Homes Standard)* **Aim to maximise.** Performance down on last year. 193 properties not meeting standard at end of period.
EPC01	Properties with a known EPC rating of grade C or above	**74%** ***(2,148 / 2,896)***	76% *(2,507 / 3,299)*	78% *(2,562 / 3,302)*	78% *(2,633 / 3,365)*	80% *(2,713 / 3,387)*	**80%** ***(2,713 / 3,387)***	80% by end 2025/26	✓	↑	**Aim to maximise.** Performance improved on last year and target met for the year.
EPC02	Number properties without a known EPC rating	**513**	116	108	70	12	**12**	No Target	📈	↑	**Aim to minimise.** To monitor only (no target). Position significantly improved throughout the 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 Management

	Key Performance Indicator	2024-25 Outturn	Q1 Actual 2025-26	Q2 Actual 2025-26	Q3 Actual 2025-26	Q4 Actual 2025-26	2025-26 Outturn	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	**163**	33	34	35	40	**142**	No target		⇩	**Aim to maximise** (more is generally better). For monitoring only. Fewer re-lets than last year.
VOID01	Average days to re-let all properties excluding major works (standard re-lets)	**22**	22	24	20	27	**23**	25 days	✓	⇩	**Aim to minimise.** Performance slightly down on last year, but target met for the year.
VOID02	Average days to re-let all properties including major works	**32**	32	28	38	48	**37**	35 days	X	⇩	**Aim to minimise.** Performance just off target at year end and down on last year. Increase in major works during Q4.
	Rent collection and arrears										
ARR01	Current tenant arrears as percentage of projected annual rental income	**2.0%**	2.33%	2.62%	3.14%	2.04%	**2.04%**	3%	✓	▬	**Aim to minimise.** Performance comparable to last year's outturn and within target at year end.
ARR02	Total current tenant arrears (monetary value)	**£406,529**	£471,045	£528,307	£629,313	£411,704	**£411,704**	No Target		⇩	**Aim to minimise.** Arrears slightly higher than same quarter last year but reflects higher rents (see above).
ARR04	Former tenant arrears as a percentage of projected annual rental income	**1.67%**	1.70%	1.69%	1.72%	1.78%	**1.78%**	2%	✓	⇩	**Aim to minimise.** Performance slightly down on last year, but within target.
ARR05	Total former tenant arrears (monetary value)	**£339,501**	£342,802	£340,706	£344,978	£358,481	**£358,481**	No Target		⇩	**Aim to minimise.** Arrears are slightly higher than last year's outturn but within manageable levels (see above).
REN01	Rent and service charges collected as a percentage of rent due for the period	**99.93%**	101.34%	99.30%	98.39%	100%	**100%**	98%	✓	⇧	**Aim to maximise.** Performance up on last year's outturn, and target met for the 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 Management

	Key Performance Indicator	2024-25 Outturn	Q1 Actual 2025-26	Q2 Actual 2025-26	Q3 Actual 2025-26	Q4 Actual 2025-26	2025-26 Outturn	Target	On Target	Performance (Compared to last year)	Comments
KPI CODE	**Housing Anti-social behaviour (ASB)**										
ASB01	Number of New ASB cases per 1,000 properties	**16.51**	7.62	11.44	4.69	7.62	**31.38**	No Target			*TSM: NM01 (ASB /size of landlord).* **Aim to minimise.** Data only. Higher volumes recorded than last year
ASB02	Number of ASB cases opened in the period	**56**	26	39	16	26	**107**	No Target			**Aim to minimise** (fewer is better). Data only. More cases than last year, reflecting better reporting.
ASB03	Number of ASB cases closed in the period	**81**	34	40	20	24	**118**	No Target			**Aim to maximise** (proportionate to above). Data only. More closed than last year.
	Housing Landlord Service Complaints										
CM01	Number of complaints for the housing landlord service received in the period	**55**	13	23	5	11	**52**	No Target			**Aim to minimise**. (Fewer generally better). Data only. Slightly fewer complaints than last year.
CM02	Number of complaints for the housing landlord service closed in the period	**55**	13	18	9	7	**47**	No Target			**Aim to maximise** (proportionate to above). Fewer closed than last year.
CM06	Percentage of housing landlord service complaints closed on time	**96%**	100%	100%	100%	100%	**100%**	95%	✓		*TSM CH02 (Complaints within timescales).* **Aim to maximise.** Improved performance and target exceeded.

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	2024-25 Outturn	Q1 Actual 2025-26	Q2 Actual 2025-26	Q3 Actual 2025-26	Q4 Actual 2025-26	2025-26 Outturn	Target	On Target	Performance (Compared to last year)	Comments
	Housing Landlord Service Complaints										
CM07	Number of housing landlord service complaints received per 1,000 properties	**16.22**	3.83	6.78	1.47	3.24	**15.33**	No Target		↑	*TSM: CH01 (Complaints/size of landlord).* **Aim to minimise.** (Fewer is better) Performance up on last year.
CM08	Total number of Stage 1 housing landlord service complaints received	**47**	9	14	4	9	**36**	No Target		↑	**Aim to minimise.** Data only. Fewer Stage 1 complaints received than last year.
CM09	Total number of Stage 2 housing landlord service complaints received	**8**	4	9	1	2	**16**	No Target		↓	**Aim to minimise.** Data only. Increase in number of stage 2 complaints compared to 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					