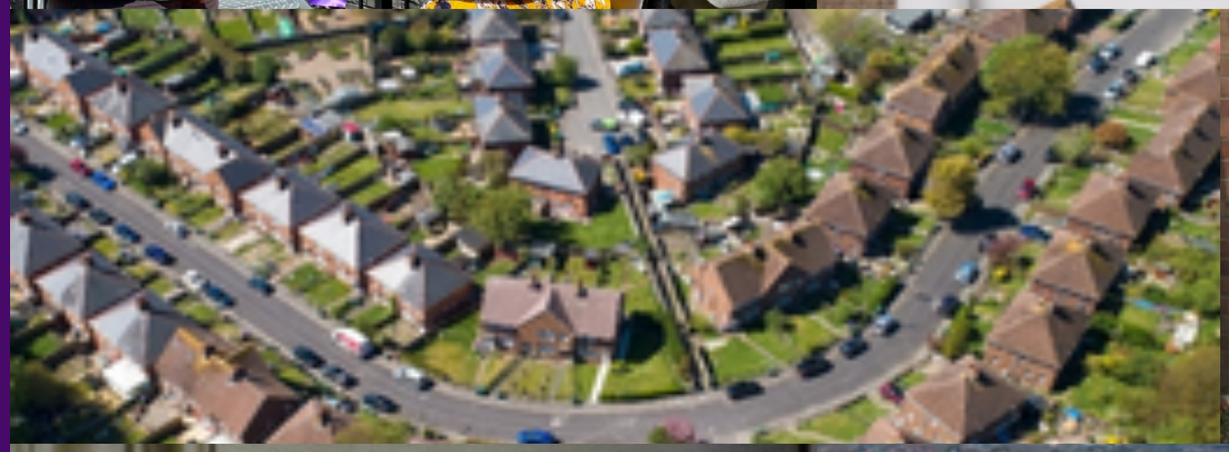






Folkestone & Hythe District Council

Appendix 2: Quarter 1 Housing Performance Report 2026-27

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

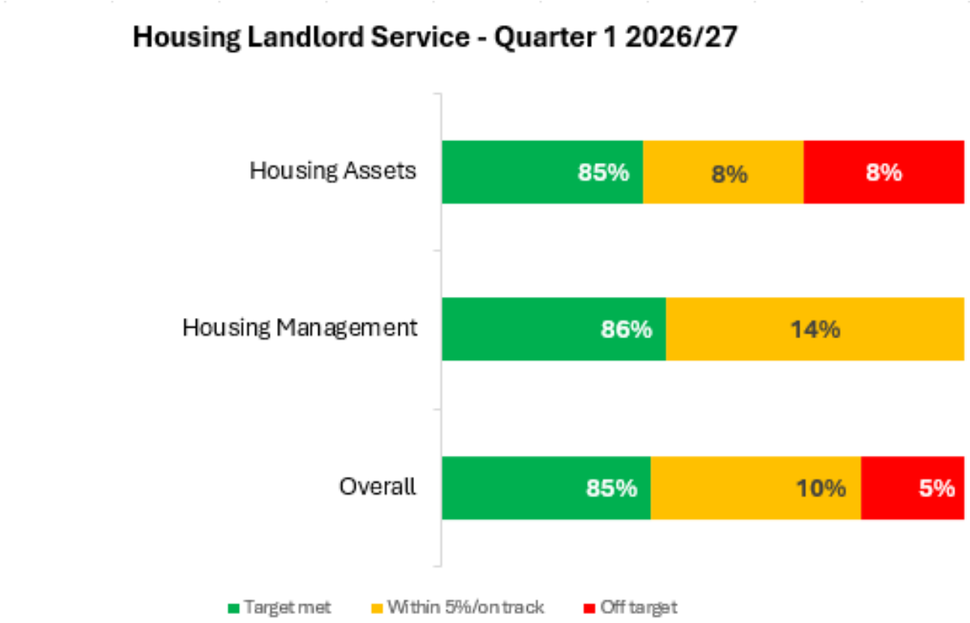


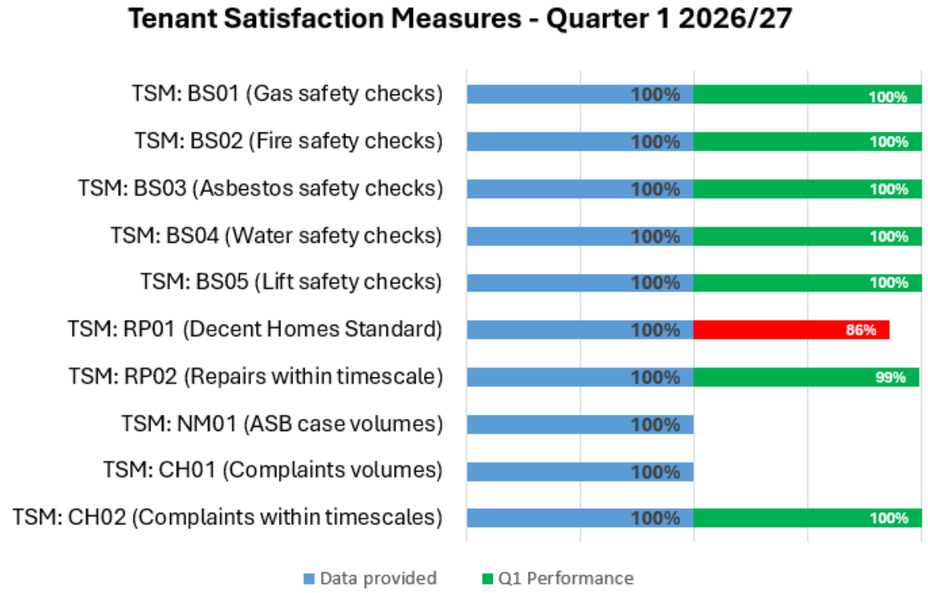
Cllr Gary Fuller
Cabinet Member for Resident engagement and accountability



Cllr Connor McConville
Cabinet Member for Assets and Local Government Reorganisation

Summary of Performance





Housing Performance Report

This report sets out performance data for:

1. Housing Assets
2. Housing Management

Folkestone & Hythe District Council

1 Housing Assets

	Key Performance Indicator	Q1 Actual 2025-26	Q1 Actual 2026-27	Q2 Actual 2026-27	Q3 Actual 2026-27	Q4 Actual 2026-27	Year to Date (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% *(2,820 /2,820)*	**100%** *(2,808 /2,808)*				100% *(2,808 /2,808)*	100%	✓	▬	*TSM: BS01 (Gas safety checks).* **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 (FRA)	100% *(182 / 182)*	**100%** *(180 / 180)*				100% *(180 / 180)*	100%	✓	▬	*TSM: BS02 (Fire safety checks).* **Aim to maximise.** On target at end of period and performance consistent with same quarter last year.
FRA02	Percentage of outstanding remedial Fire Risk actions still within target	-	**47%** *(72 / 152)*				47% *(72 /1 52)*	No Target	📈	New KPI for 2026-27	**Aim to maximise.** Related to FRA01 (above). Shows actions still within target for completion (see cover report for breakdown).
LEG01	Housing blocks with a valid Legionella Risk Assessment	100% *(29 / 29)*	**100%** *(105 / 105)*				100% *(105 / 105)*	100%	✓	▬	*TSM: BS04 (Water safety checks).* **Aim to maximise.** On target at end of period and performance consistent with same quarter last year.
LEG02	Percentage of remedial Water Risk actions within target	-	**11%** *(4 / 35)*				11% *(4/35)*	No Target	📈	New KPI for 2026-27	**Aim to maximise.** Related to LEG01 (above). Shows actions still within target for completion (see cover report for breakdown).

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

1 Housing Assets

	Key Performance Indicator	Q1 Actual 2025-26	Q1 Actual 2026-27	Q2 Actual 2026-27	Q3 Actual 2026-27	Q4 Actual 2026-27	Year to Date (YTD)	Target	On Target	Performance (Compared to same quarter last year)	Comments
KPI CODE	**Compliance**										
ELE01	Housing blocks with valid Electrical Installation Condition Report (EICR)	99.30% *(142 / 143)*	**100%** ***(137 / 137)***				100% *(137 / 137)*	100%	✓	↑	**Aim to maximise.** Target met. Improved performance against the same quarter last year.
ELE02	Domestic properties with a valid Electrical Installation Condition Report (EICR)	99.88% *(3,390 / 3,994)*	**99.91%** ***(3,381 / 3,384)***				99.91% *(3,381 / 3,384)*	100%	X	↑	**Aim to maximise.** Within 5% of target. Performance improved on same quarter last year. 3 outstanding at end of period.
ABS01	Housing blocks that are Asbestos compliant	100% *(104 / 104)*	**100%** ***(104 / 104)***				100% *(104 / 104)*	100%	✓	–	*TSM: BS03 (Asbestos safety checks).* **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%	✓	–	*TSM: BS05 (Lift safety checks).* **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					

1 Housing Assets

	Key Performance Indicator	Q1 Actual 2025-26	Q1 Actual 2026-27	Q2 Actual 2026-27	Q3 Actual 2026-27	Q4 Actual 2026-27	Year to Date (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	96% *(1,954 / 2,033)*	**99%** ***(2,264 / 2,287)***				99% *(2,264/ 2,287)*	90%	✓	↑	**Aim to maximise.** Target exceeded. Performance improved compared with the same quarter last year.
REP02	Percentage of emergency repairs completed on time	99% *(451 / 457)*	**99%** ***(409 / 413)***				99% *(409/ 413)*	98%	✓	–	*TSM: RP02 (Repairs within timescale).* **Aim to maximise.** Performance consistent with last year and target met.
REP03	Percentage of non-emergency repairs completed on time	95% *(1,503 / 1,576)*	**99%** ***(1,858 / 1,875)***				99% *(1,858/ 1,875)*	90%	✓	↑	*TSM: RP02 (Repairs within timescale)* **Aim to maximise.** Performance improved on the same quarter last year and is exceeding target.
REP07	Tenant satisfaction with repairs *(transactional, post-repair surveys)*	94%	**93%**				93%	90%	✓	↓	**Aim to maximise.** Performance down slightly on the same quarter last year, but still on target.
KPI CODE	**Capital Programme**										
DEC01	Properties that meet decent homes standard	93% *(3,148 / 3,403)*	**86%** ***(2,928 / 3,413)***				86% *(2,928 / 3,413)*	99% (Annual)	X	↓	*TSM: RP01 (Decent Homes Standard)* **Aim to maximise.** Performance down on same quarter last year. 485 not meeting standard but on programme.
EPC01	Properties with a known EPC rating of grade C or above	76% *(2,507 / 3,299)*	**82%** ***(2,796 / 3,400)***				82% *(2,796 / 3,400)*	80%	✓	↑	**Aim to maximise.** Performance improved on same quarter last year and target has been met.
EPC02	Number properties without a known EPC rating	116	**13**				13	No Target		↑	**Aim to minimise.** To monitor only (no target). Position significantly improved compared to 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

2 Housing Management

	Key Performance Indicator	Q1 Actual 2025-26	Q1 Actual 2026-27	Q2 Actual 2026-27	Q3 Actual 2026-27	Q4 Actual 2026-27	Year to Date (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	33	**33**				33	No target			**Aim to maximise** (more is generally better). For monitoring only. Performance comparable to same quarter last year.
VOID01	Average days to re-let all properties excluding major works (standard re-lets)	22	**20**				20	25 days	✓		**Aim to minimise.** Performance improved on same quarter last year and is on target.
VOID02	Average days to re-let all properties including major works	32	**45**				45	35 days	X		**Aim to minimise.** Performance off target and down on last year. Affected by significant increase in major works over the period.
	Rent collection and arrears										
ARR01	Current tenant arrears as percentage of projected annual rental income	2.33%	**2.22%**				2.22%	3%	✓		**Aim to minimise.** Performance improved on the same quarter last year and is within target.
ARR02	Total current tenant arrears (monetary value)	£471,045	**£492,927**				£492,927	No Target			**Aim to minimise.** Arrears are higher than same quarter last year but proportionate to rent roll (rent is higher).
ARR04	Former tenant arrears as a percentage of projected annual rental income	1.70%	**1.65%**				1.65%	2%	✓		**Aim to minimise.** Performance improved slightly on same quarter last year and within target.
ARR05	Total former tenant arrears (monetary value)	£342,802	**£365,474**				£365,474	No Target			**Aim to minimise.** Arrears are higher than same quarter last year but proportionate to rent roll (rent is higher).
REN01	Rent and service charges collected as a percentage of rent due for the period	101%	**100%**				100%	98%	✓		**Aim to maximise.** Performance comparable to same quarter last year and is meeting 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

2 Housing Management

	Key Performance Indicator	Q1 Actual 2025-26	Q1 Actual 2026-27	Q2 Actual 2026-27	Q3 Actual 2026-27	Q4 Actual 2026-27	Year to Date (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	7.62	**6.12**				6.12	No Target			*TSM: NM01 (ASB /size of landlord).* **Aim to minimise.** Data only. Lower volumes recorded than same quarter last year.
ASB02	Number of ASB cases opened in the period	26	**21**				21	No Target			**Aim to minimise** (fewer is better). Position improved on same quarter last year.
KPI CODE	**Customer Service and Complaints**										
CM01	Number of complaints for the housing landlord service received in the period	13	**9**				9	No Target			**Aim to minimise** (fewer is generally better). Position improved on same quarter last year.
CM06	Percentage of housing landlord service complaints closed on time	100% *(13 / 13)*	**100% *(14 / 14)***				100% *(14 / 14)*	95%	✓	–	*TSM CH02 (Complaints within timescales).* **Aim to maximise.** Performance matches 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

2 Housing Management

	Key Performance Indicator	Q1 Actual 2025-26	Q1 Actual 2026-27	Q2 Actual 2026-27	Q3 Actual 2026-27	Q4 Actual 2026-27	Year to Date (YTD)	Target	On Target	Performance (Compared to same quarter last year)	Comments
	Customer Service and Complaints										
CM07	Number of housing landlord service complaints received per 1,000 properties	3.83	**2.63**				2.63	No Target			*TSM: CH01 (Complaints/landlord).* **Aim to minimise.** Position has improved on same quarter last year.
CM08	Total number of Stage 1 housing landlord service complaints received	9	**7**				7	No Target			**Aim to minimise.** Data only. (Fewer is generally better). Position has improved on same quarter last year.
CM09	Total number of Stage 2 housing landlord service complaints received	4	**2**				2	No Target			**Aim to minimise.** Data only. (Fewer is generally better). Position has improved on same quarter last year.
HMC01	Percentage of Housing Case Management calls successfully answered in the period	97.05% *(1,972 / 2,032)*	**98.62%** ***(1,782 /1,807)***				98.62% *(1,782 /1,807)*	98%	✓		**Aim to maximise.** Position has improved on same quarter last year and is on target. New KPI for 2026-27.

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	