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WINCHESTER CITY COUNCIL

# Housing Performance Dashboard June 2025

Landlord Services

[WINCHESTER.GOV.UK](http://WINCHESTER.GOV.UK)

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**Our vision is to deliver the  
best landlord service to you  
by ensuring we provide:**

**Safe**

**Homes**

**Inclusive**

**Neighbourhoods**

**Environmental**

**Sustainability**

# Empty Homes

## Average Re-let Days as of June 2025

Average number of working days void for homes relet each month  
(Target is 18 days)

	April 25	May -25	June 25
Average relet time – general needs (cumulative)	13.69	15.97	15.44
Average relet time – Older persons (cumulative)	10.66	15.71	18.23
Average relet time – combined (cumulative)	13.13	15.92	16.23
% of empty homes	1.77%	1.61%	1.62%

# Complaints

## Stage 1 & 2 June 2025

Complaint Type	Number of complaints completed in time	Number of complaints completed out of time	% closed on time (target is 90% stage 1 – 100% stage 2)
Stage 1	12	2	86%
Stage 2	2	0	100%

# Responsive Repairs

June 2025

	Target	June
Total number of jobs completed		1366
% of emergency jobs completed in time	100%	71%
% of urgent & routine jobs completed in time	93.2%	86%
% of repairs completed right first time by main contractor	85%	79%

## Anti-social behavior (ASB) - Open cases

ASB Cases	April 25	May 25	June 25
Satisfaction on approach to handling Anti-social behaviour (figure produced annually) – <b>Target 57%</b>		55%	
Number of live ASB cases	96	114	131
Number of new ASB cases	38	42	37
Number of closed ASB cases	36	29	21

# Compliance

## Health & Safety as of June 2025

Compliance area	Target	Total number due	Complete	Number outstanding
Number homes with a valid gas certificate	100%	4486	4482	4
Number homes with a valid five-year electrical certificate	100%	5118	5031	87
Number of blocks of required fire risk assessments completed	100%	308	232	76
Number of passenger lift inspections completed (LOLER)	100%	40	39	1
Number of asbestos risk assessments in date per block	100%	292	195	97
Number of water safety checks	100%	18	18	0
Number of homes with smoke alarms	100%	5131	5117	14
Number of homes with carbon monoxide detectors	100%	4704	4691	13

# Compliance – June 2025

June 25

Number of new damp and mould cases	41
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Number of damp and mould cases where property inspections were needed	5
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Number of homes that are non-Decent (based on state of repair)	962
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# Income – June 2025

**Annual target 2.28% (based on HouseMark benchmark data)**

Total amount of rent outstanding	<b>1.27%</b>
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Increased tenants' income via the tenancy sustainment/income team	£59,665.30 (Cumulative £204,534.57)
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If you have any queries about the Housing Performance Dashboard, please contact us on:

**01962 848 400**

or **[hhub@winchester.gov.uk](mailto:hhub@winchester.gov.uk)**

So, we can help

**Thank you,**

From your Landlord Services Team



**Winchester**  
City Council