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WINCHESTER CITY COUNCIL

# Housing Performance Dashboard July 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 July 2025

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

	June 25	July 25	Aug 25
Average relet time – general needs (cumulative)	15.44	16.15	
Average relet time – Older persons (cumulative)	18.23	17.86	
Average relet time – combined (cumulative)	16.23	17.01	
% of empty homes	1.62%	1.60%	

# Complaints

## Stage 1 & 2 July 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	16	3	84%
Stage 2	2	1	67%

# Responsive Repairs

July 2025

	Target	July
Total number of jobs completed		1111
% of emergency jobs completed in time	100%	79%
% of urgent & routine jobs completed in time	93.2%	90%
% of repairs completed right first time by main contractor	85%	79.57%

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

ASB Cases	June 25	July 25	Aug 25
Satisfaction on approach to handling Anti-social behaviour (figure produced annually) – <b>Target 57%</b>	55%		
Number of live ASB cases	131	117	
Number of new ASB cases	37	32	
Number of closed ASB cases	21	8	

# Compliance

## Health & Safety as of July 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%	5193	5098	95
Number of blocks of required fire risk assessments completed	100%	308	308	0
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%	5193	5180	13
Number of homes with carbon monoxide detectors	100%	4704	4692	12

# Compliance – July 2025

July 25

Number of new damp and mould cases	32
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Number of damp and mould cases where property inspections were needed	1
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Number of homes that are non-Decent (based on state of repair)	968
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# Income – July 2025

Annual target 2.28% (based on HouseMark benchmark data)

Total amount of rent outstanding	1.31%
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Increased tenants' income via the tenancy sustainment/income team	£9701.42 (Cumulative £214,236.03)
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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