

---

WINCHESTER CITY COUNCIL

# Housing Performance Dashboard August 2025

Landlord Services

[WINCHESTER.GOV.UK](https://www.winchester.gov.uk)

---



**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 August 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	15.18
Average relet time – Older persons (cumulative)	18.23	17.86	18.58
Average relet time – combined (cumulative)	16.23	17.01	16.35
% of empty homes	1.62%	1.60%	1.64%

# Complaints

## Stage 1 & 2 August 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	25	3	86%
Stage 2	5	0	100%

# Responsive Repairs

August 2025

	Target	August
Total number of jobs completed		964
% of emergency jobs completed in time	100%	86%
% of urgent & routine jobs completed in time	93.2%	88%
% of repairs completed right first time by main contractor	85%	80.26%

## 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	136
Number of new ASB cases	37	32	40
Number of closed ASB cases	21	8	31

# Compliance

## Health & Safety as of August 2025

Compliance area	Target	Total number due	Complete	Number outstanding
Number homes with a valid gas certificate	100%	4486	4480	6
Number homes with a valid five-year electrical certificate	100%	5193	5122	71
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	287	5
Number of water safety checks	100%	18	18	0
Number of homes with smoke alarms	100%	5193	5178	15
Number of homes with carbon monoxide detectors	100%	4704	4690	14

# Compliance – August 2025

August  
25

Number of new damp and mould cases	34
------------------------------------	----

Number of damp and mould cases where property inspections were needed	1
---	---

Number of homes that are non-Decent (based on state of repair)	968
--	-----

# Income – August 2025

Annual target 2.28% (based on HouseMark benchmark data)

Total amount of rent outstanding	1.34%
----------------------------------	-------

Increased tenants' income via the tenancy sustainment/income team	£95,948.32 (Cumulative £310,184.35)
---	--

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