
WINCHESTER CITY COUNCIL

Housing Performance Dashboard September 2025

Landlord Services

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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 September 2025

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

	July 25	Aug 25	Sept 25
Average relet time – general needs (cumulative)	16.15	15.18	10.08
Average relet time – Older persons (cumulative)	17.86	18.58	14.75
Average relet time – combined (cumulative)	17.01	16.35	12.42
% of empty homes	1.60%	1.64%	1.79%

Complaints

Stage 1 & 2 September 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	27	3	96%
Stage 2	5 (4 still open)	0	100%

Responsive Repairs

September 2025

	Target	September
Total number of jobs completed		1313
% of emergency jobs completed in time	100%	84%
% of urgent & routine jobs completed in time	93.2%	85%
% of repairs completed right first time by main contractor	85%	%

Anti-social behavior (ASB) - Open cases

ASB Cases	July 25	Aug 25	Sep 25
Satisfaction on approach to handling Anti-social behaviour (figure produced annually) – Target 57%	55%		
Number of live ASB cases	117	136	88
Number of new ASB cases	32	40	24
Number of closed ASB cases	8	31	10

Compliance

Health & Safety as of September 2025

Compliance area	Target	Total number due	Complete	Number outstanding
Number homes with a valid gas certificate	100%	4486	4481	5
Number homes with a valid five-year electrical certificate	100%	5193	5131	62
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	5170	23
Number of homes with carbon monoxide detectors	100%	4704	4686	18

Compliance – September 2025

	September 25
Number of new damp and mould cases	68
Number of damp and mould cases where property inspections were needed	1
Number of homes that are non-Decent (based on state of repair)	878

Income – September 2025

Annual target 2.28% (based on HouseMark benchmark data)

Total amount of rent outstanding	1.44%
Increased tenants' income via the tenancy sustainment/income team	£107,910.56 (Cumulative £418,094.91)

If you have any queries about the Housing Performance Dashboard, please contact us on:

01962 848 400

or **hhub@winchester.gov.uk**

So, we can help

Thank you,

From your Landlord Services Team

