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WINCHESTER CITY COUNCIL

# Housing Performance Dashboard October 2025

Landlord Services

[WINCHESTER.GOV.UK](https://www.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 October 2025

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

	Aug 25	Sept 25	Oct 25
Average relet time – general needs (cumulative)	15.18	13.96	13.35
Average relet time – Older persons (cumulative)	18.58	17.20	18.14
Average relet time – combined (cumulative)	16.35	15.19	15.56
% of empty homes	1.64%	1.79%	1.79%

# Complaints

## Stage One & Two - October 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	19	1 (still open)	95%
Stage 2	1 (3 still open, due Nov)	0	100%

# Responsive Repairs

October 2025

	Target	October
Total number of jobs completed		1562
% of emergency jobs completed in time	100%	80%
% of urgent & routine jobs completed in time	93.2%	87%
% of repairs completed right first time by main contractor	85%	78.52%

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

ASB Cases	Aug 25	Sept 25	Oct 25
Satisfaction on approach to handling Anti-social behaviour (figure produced annually) – <b>Target 57%</b>	55%		
Number of live ASB cases	136	88	101
Number of new ASB cases	40	24	34
Number of closed ASB cases	31	10	31

# Compliance

## Health & Safety as of October 2025

Compliance area	Target	Total number due	Complete	Number outstanding
Number homes with a valid gas certificate	100%	4486	4483	3
Number homes with a valid five-year electrical certificate	100%	5193	5147	46
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%	291	289	5
Number of water safety checks	100%	18	18	0
Number of homes with smoke alarms	100%	5193	5175	18
Number of homes with carbon monoxide detectors	100%	4704	4691	13

# Compliance – October 2025

October  
25

Number of new damp and mould cases	113
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Number of damp and mould cases where property inspections were needed	25
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Number of homes that are non-Decent (based on state of repair)	614
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# Income – October 2025

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

Total amount of rent outstanding	<b>1.32%</b>
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Increased tenants' income via the tenancy sustainment/income team	£61,602 (Cumulative £479,696)
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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