
WINCHESTER CITY COUNCIL

Housing Performance Dashboard November 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 November 2025

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

	Sept 25	Oct 25	Nov 25
Average relet time – general needs (cumulative)	13.96	13.95	14.39
Average relet time – Older persons (cumulative)	17.20	18.14	18.04
Average relet time – combined (cumulative)	15.19	15.56	15.78
% of empty homes	1.79%	1.79%	1.19%

Complaints

Stage One & Two - November 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	38 95 still open)	1	90%
Stage 2	12	0	100%

Responsive Repairs

November 2025

	Target	November
Total number of jobs completed		1398
% of emergency jobs completed in time	100%	84%
% of urgent & routine jobs completed in time	93.2%	88%
% of repairs completed right first time by main contractor (Cardo only)	85%	90%

Anti-social behavior (ASB) - Open cases

ASB Cases	Sept 25	Oct 25	Nov 25
Satisfaction on approach to handling Anti-social behaviour (figure produced annually) – Target 57%	55%		
Number of live ASB cases	88	101	81
Number of new ASB cases	24	34	16
Number of closed ASB cases	10	31	37

Compliance

Health & Safety as of November 2025

Compliance area	Target	Total number due	Complete	Number outstanding
Number homes with a valid gas certificate	100%	4486	4479	7
Number homes with a valid five-year electrical certificate	100%	5193	5148	45
Number of blocks of required fire risk assessments completed	100%	310	310	0
Number of passenger lift inspections completed (LOLER)	100%	40	39	1
Number of asbestos risk assessments in date per block	100%	293	293	0
Number of water safety checks	100%	18	18	0
Number of homes with smoke alarms	100%	5193	5171	20
Number of homes with carbon monoxide detectors	100%	4704	4689	15

Compliance – November 2025

	November 25
Number of new damp and mould cases	97
Number of damp and mould cases where property inspections were needed	41
Number of homes that are non-Decent (based on state of repair)	372

Income – November 2025

Annual target 2.28% (based on HouseMark benchmark data)

Total amount of rent outstanding	1.27%
Increased tenants' income via the tenancy sustainment/income team	£74,128 (Cumulative £553,824)

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

