



Winchester
City Council

WINCHESTER CITY COUNCIL

Housing Performance Dashboard January 2026

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 January 2026

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

	Nov 25	Dec 25	Jan 26
Average relet time – general needs (cumulative)	14.39	14.72	15.45
Average relet time – Older persons (cumulative)	18.04	19.23	19.40
Average relet time – combined (cumulative)	15.78	16.44	16.90
% of empty homes	1.19%	1.19%	2.17%

Complaints

Stage One & Two – January 26

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	29	0	100%
Stage 2	2	4	50%

Responsive Repairs

January 2026

	Target	January
Total number of jobs completed		1577
% of emergency jobs completed in time	100%	84%
% of urgent & routine jobs completed in time	93.2%	75%
% of repairs completed right first time by main contractor (Cardo only)	85%	91.16%

Anti-social behavior (ASB) - Open cases

ASB Cases	Nov 25	Dec 25	Jan 26
Satisfaction on approach to handling Anti-social behaviour (figure produced annually) – Target 57%	55%		
Number of live ASB cases	81	77	84
Number of new ASB cases	16	29	30
Number of closed ASB cases	37	21	11

Compliance

Health & Safety as of January 2026

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%	5215	5190	33
Number of blocks of required fire risk assessments completed	100%	310	310	0
Number of passenger lift inspections completed (LOLER)	100%	40	40	0
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%	5215	5190	25
Number of homes with carbon monoxide detectors	100%	4704	4689	15

Compliance – January 20206

January
26

Number of new damp and mould cases	134
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Number of damp and mould cases where property inspections were needed	30
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Number of homes that are non-Decent (based on state of repair)	367
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Income – January 2026

Annual target 2.28% (based on HouseMark benchmark data)

Total amount of rent outstanding	1.29%
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Increased tenants' income via the tenancy sustainment/income team	£37,255 (Cumulative £632,812)
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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

So, we can help

Thank you,

From your Landlord Services Team



Winchester
City Council