



Winchester
City Council

WINCHESTER CITY COUNCIL

Housing Performance Dashboard March 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 March 2026

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

	Jan 25	Feb 26	Mar 26
Average relet time – general needs (cumulative)	15.45	15.54	17.71
Average relet time – Older persons (cumulative)	19.40	20.68	21.36
Average relet time – combined (cumulative)	16.90	17.38	19.12

% of empty homes

Complaints

Stage One & Two – March 2026

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	15	3	83%
Stage 2	2	0	100%

Responsive Repairs

March 2025

	Target	March
Total number of jobs completed		1755
% of emergency jobs completed in time	100%	80%
% of urgent & routine jobs completed in time	93.2%	78%
% of repairs completed right first time by main contractor (Cardo only)	85%	89.47%

Anti-social behavior (ASB) - Open cases

ASB Cases	Jan 25	Feb 26	Mar 26
Satisfaction on approach to handling Anti-social behaviour (figure produced annually) – Target 57%	55%		
Number of live ASB cases	84	91	95
Number of new ASB cases	30	34	40
Number of closed ASB cases	11	29	38

Compliance

Health & Safety as of March 2026

Compliance area	Target	Total number due	Complete	Number outstanding
Number homes with a valid gas certificate	100%	4490	4482	8
Number homes with a valid five-year electrical certificate	100%	5189	5147	52
Number of blocks of required fire risk assessments completed	100%	313	313	0
Number of passenger lift inspections completed (LOLER)	100%	40	10	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%	5189	5159	30
Number of homes with carbon monoxide detectors	100%	4703	4683	20

Compliance – March 2026

March
26

Number of new damp and mould cases	218
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Number of damp and mould cases where property inspections were needed	33
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Number of homes that are non-Decent (based on state of repair)	209
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Income – March 2026

Annual target 2.28% (based on HouseMark benchmark data)

Total amount of rent outstanding	0.98%
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Increased tenants' income via the tenancy sustainment/income team	£48,009 (Cumulative £811,584)
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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
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