
WINCHESTER CITY COUNCIL

Housing Performance Dashboard April 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 April 2026

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

	Feb 26	Mar 26	Apr 26
Average relet time – general needs (cumulative)	15.54	17.71	20.71
Average relet time – Older persons (cumulative)	20.68	21.36	47.33
Average relet time – combined (cumulative)	17.38	19.12	33.00

% of empty homes

Complaints

Stage One & Two – April 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	18	1	95%
Stage 2	4	0	100%

Responsive Repairs

April 2026

	Target	April 26
Total number of jobs completed		1326
% of emergency jobs completed in time	100%	80%
% of urgent & routine jobs completed in time	93.2%	86%
% of repairs completed right first time by main contractor (Cardo only)	85%	90%

Anti-social behavior (ASB) - Open cases

ASB Cases	Feb 26	Mar 26	Apr 26
Satisfaction on approach to handling Anti-social behaviour (figure produced annually) – Target 57%	55%		
Number of live ASB cases	91	95	117
Number of new ASB cases	34	40	39
Number of closed ASB cases	29	38	34

Compliance

Health & Safety as of April 2026

Compliance area	Target	Total number due	Complete	Number outstanding
Number homes with a valid gas certificate	100%	4490	4478	12
Number homes with a valid five-year electrical certificate	100%	5188	5146	42
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%	25	25	0
Number of homes with smoke alarms	100%	5188	5609	28
Number of homes with carbon monoxide detectors	100%	4703	4688	15

Compliance – April 2026

April
26

Number of open damp and mould cases

71

Number of open damp and mould cases assessed as Category 1 (HHSRS)

16

Number of homes that are non-Decent (based on state of repair)

5188

Income – April 2026

Annual target 2.28% (based on HouseMark benchmark data)

Total amount of rent outstanding

1.08%

Increased tenants' income via the tenancy sustainment/income team

£25,316
(Cumulative £)

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

