



Housing Performance Report

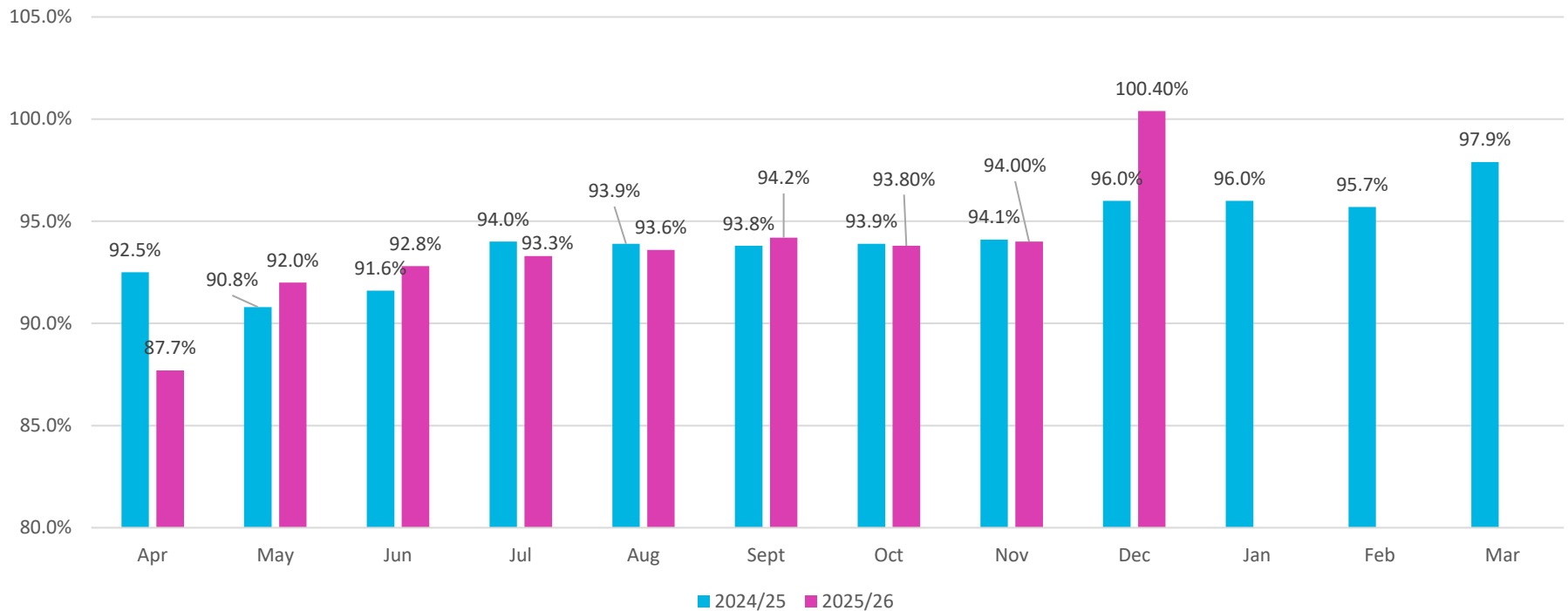
**Tenant Partnership Board 25th February
2026**

(Quarter 3 2025/26)

1.1 Housing Operations: Tenancy Management

Rent Collection - Current Arrears With Historical Arrears

Council Tenants: % Collection With Historical Arrears

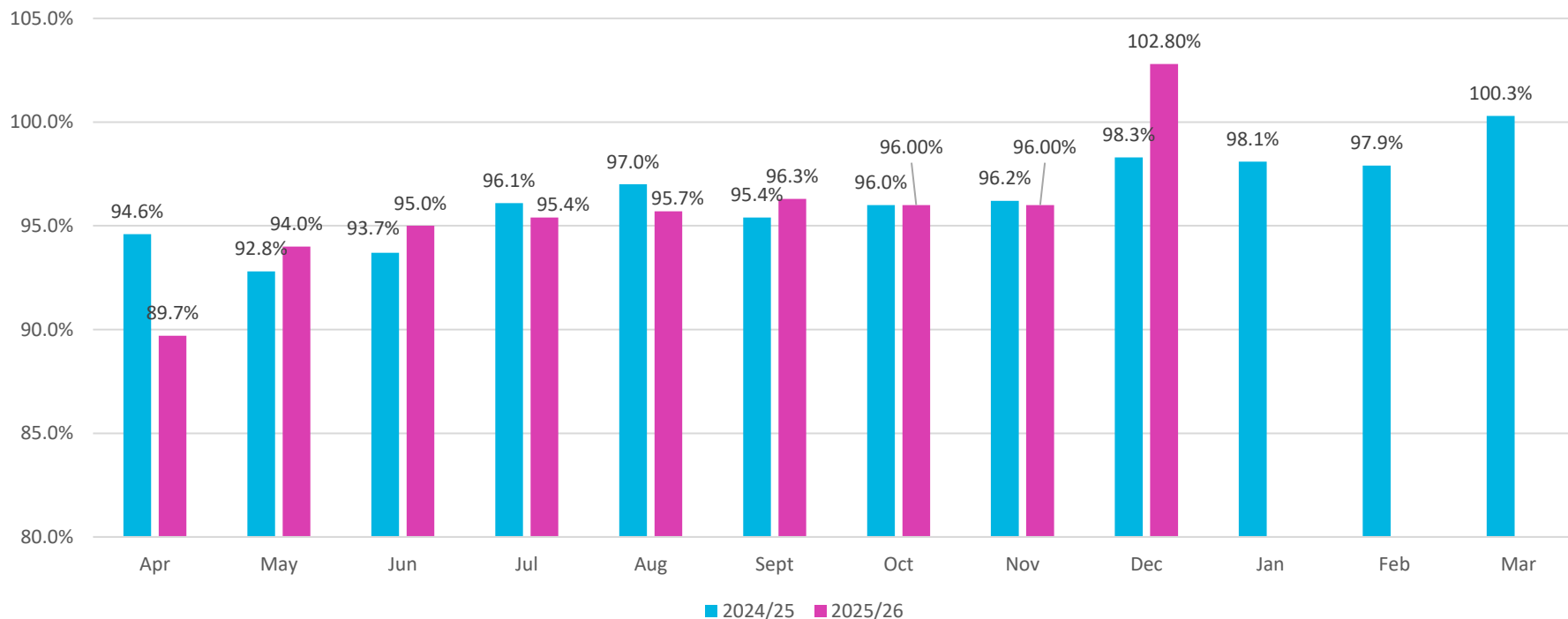


Definition: Rent collected as a percentage of current rent owed including historic rent arrears from previous years.

December had the highest recorded figure to date, with 100.40%. Apart from April (where the figure was comparatively low) performance has been following a similar trend to the previous year.

Rent Collection – Without Historical Arrears

Council Tenants: % Collection Without Historical Arrears

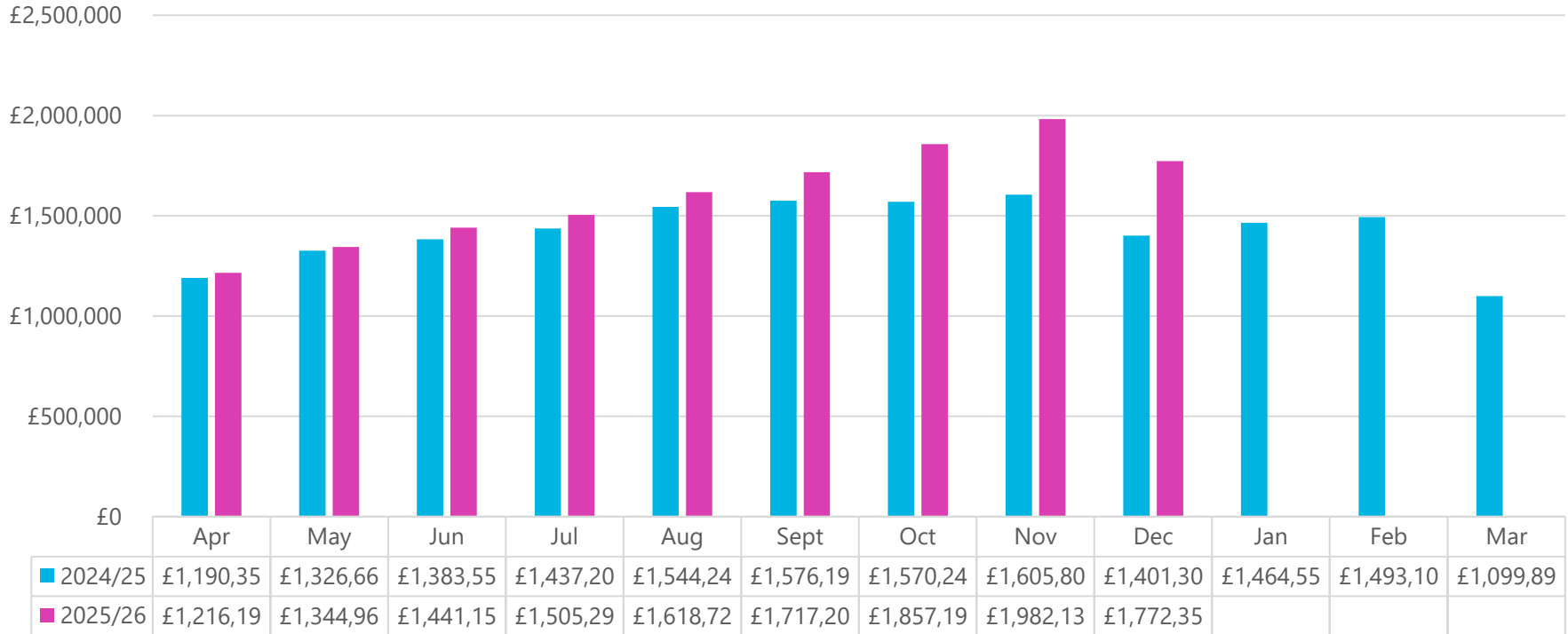


Definition: Rent collected as a percentage of current rent owned excluding historic rent arrears from previous years.

April had a low start (89.7%) compared to the rest of the year and compared to April 2024/25 (94.6%); but figures have increased over the preceding months, and December has seen the highest figure to date (102.80%).

Rent Collection – Council Tenant Current Arrears

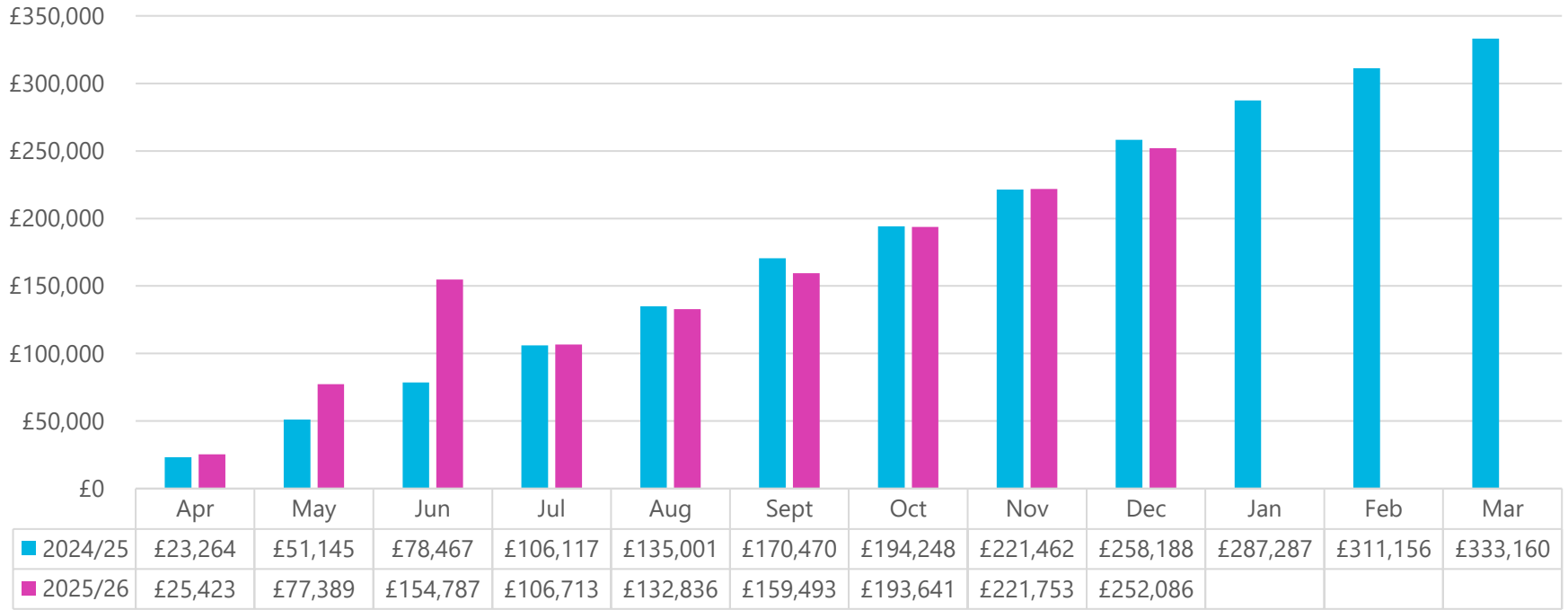
Council Tenants: Current Arrears



Performance for 2025/26 has been following a similar trend to the previous year, but slightly higher. November currently saw the highest figure (£1,982,13).

Rent Collection – Former Tenant Arrears

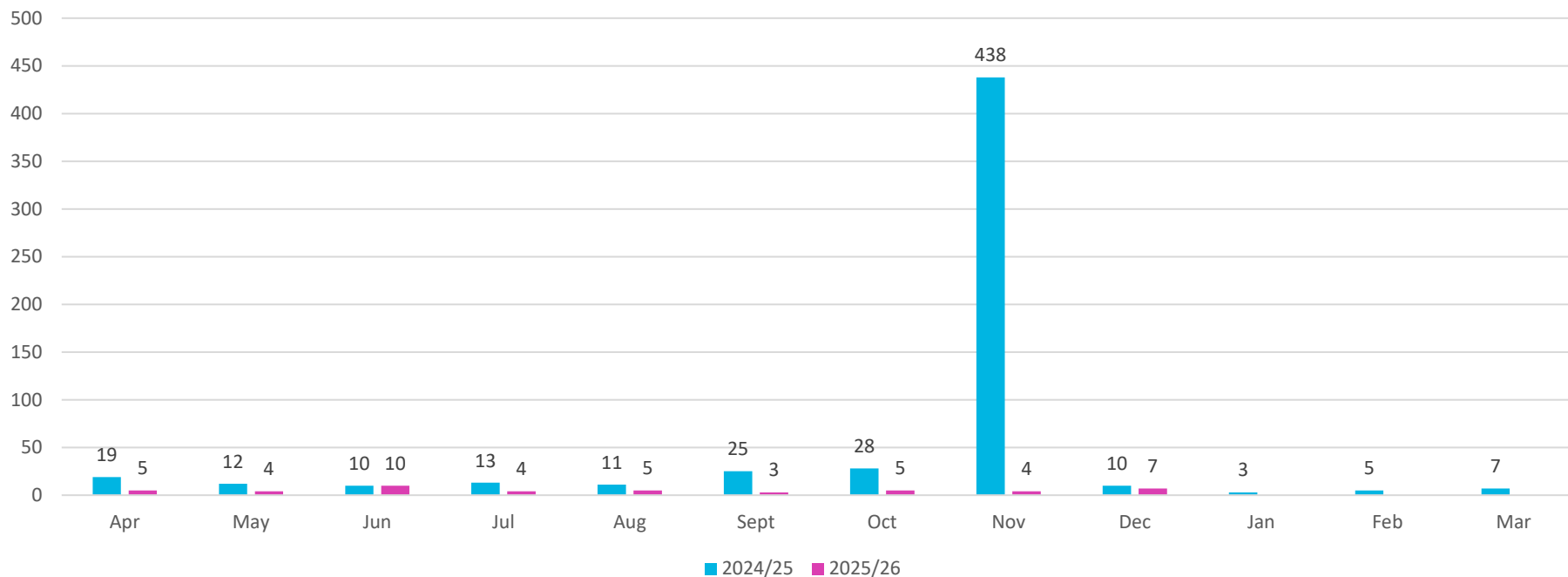
FTA Collection



Aside from June, which was 97% higher (£154,787) than June of 2024/25 (£78,467), performance has been following a similar trend to the previous year.

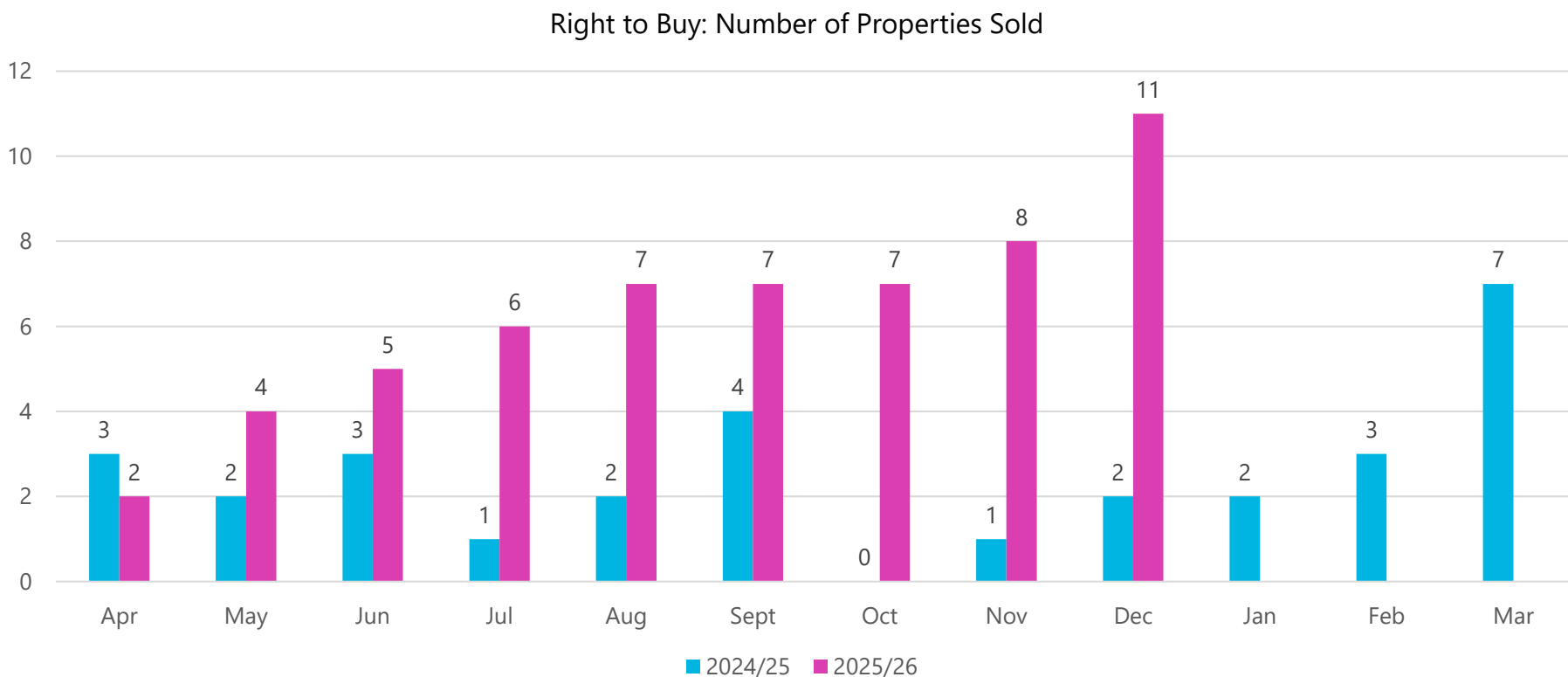
Right to Buy – Number of Applications Received

Right to Buy: Number of Applications Received



Although the number of RTB applications are much fewer, month by month, compared to last year, the levels are still high; services had expected a significant decrease in numbers after the changes made by the government, and the reduction of the discount. Despite this, monthly performance remains on target.

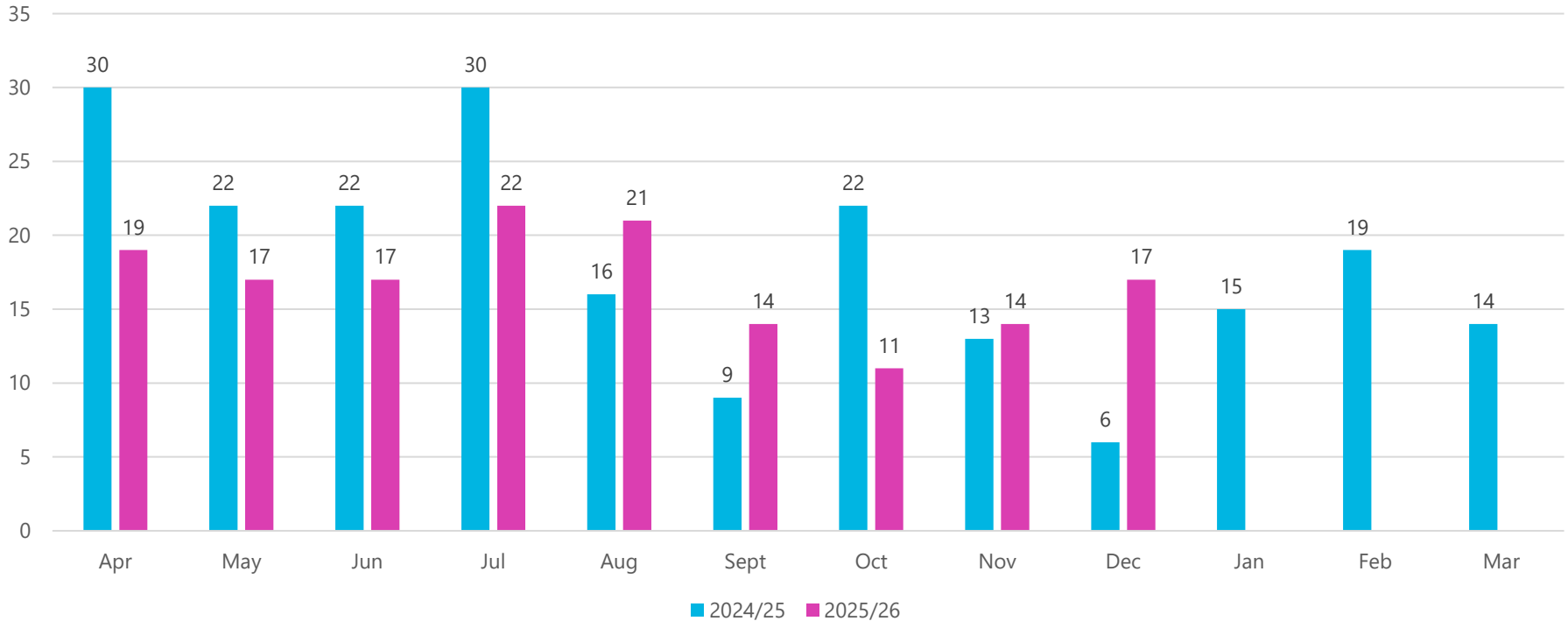
Right to Buy – Number of Properties Sold



Aside from April, figures for 2025/26 have been significantly higher than the previous year; with December being the highest (11).

Anti-Social Behaviour (ASB) – New Cases Managed by Tenancy Officers

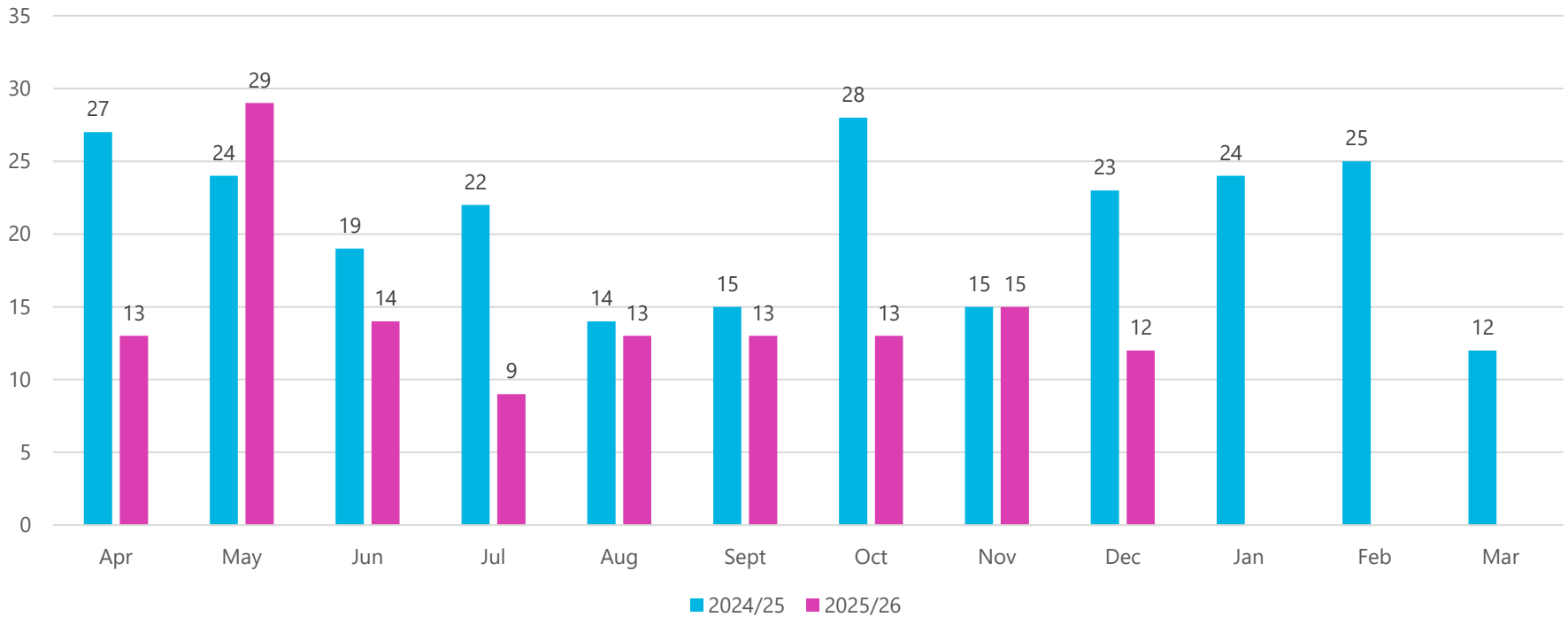
ASB Live Cases - New Cases Managed by Tenancy Officers



The number of new cases managed by tenancy officers has generally been lower than 2024/25. July had the highest figure (22), and October the lowest (11). The figures for Apr 24 and July 24 were higher than usual but there are no significant trends to identify. The 2024/25 Year End figure is 218, the Year to Date figure for 2025/26 is 152.

Anti-Social Behaviour (ASB) – High Level New Cases with ASB Officer

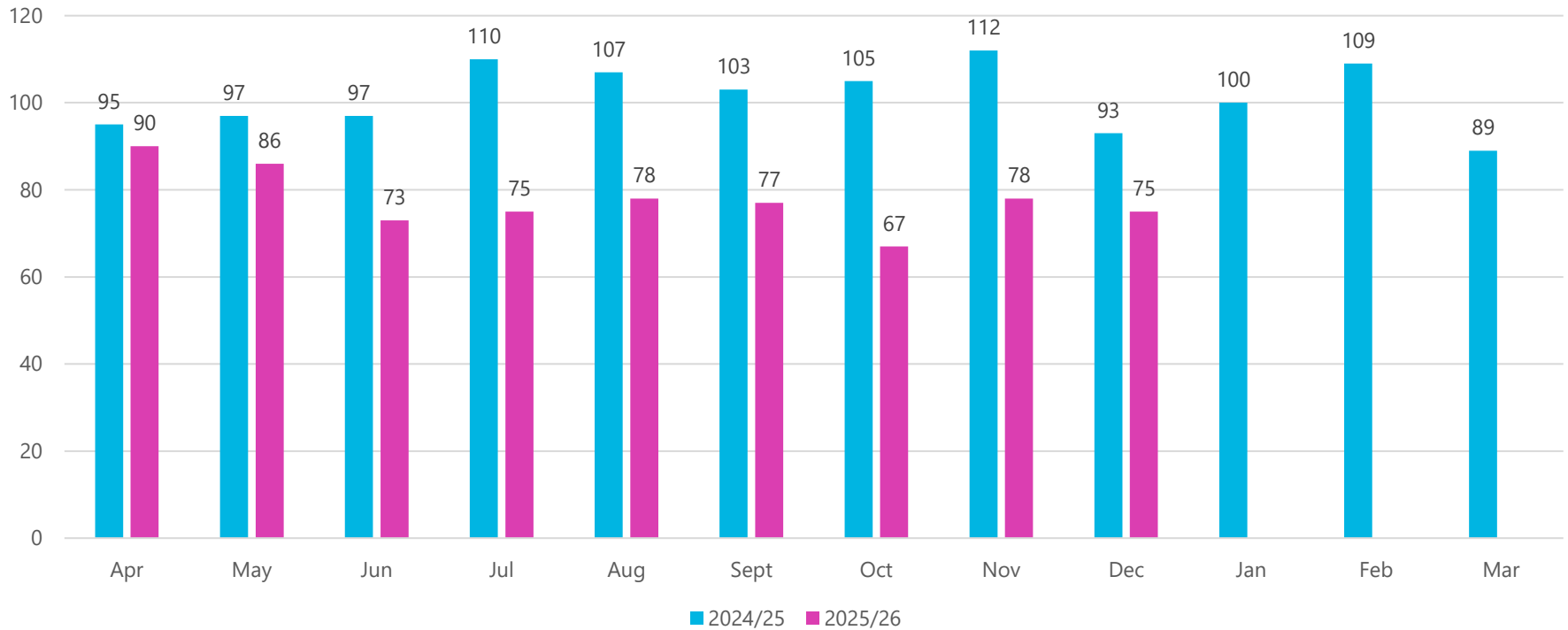
ASB Live Cases - High Level New Cases with ASB Officer



As with new cases managed by tenancy officers, the numbers of high-level new cases with ASB officers has mostly been lower than the previous year. May saw the highest figure (29), July had the lowest (9).

Anti-Social Behaviour (ASB) – Total Live Cases Within Month

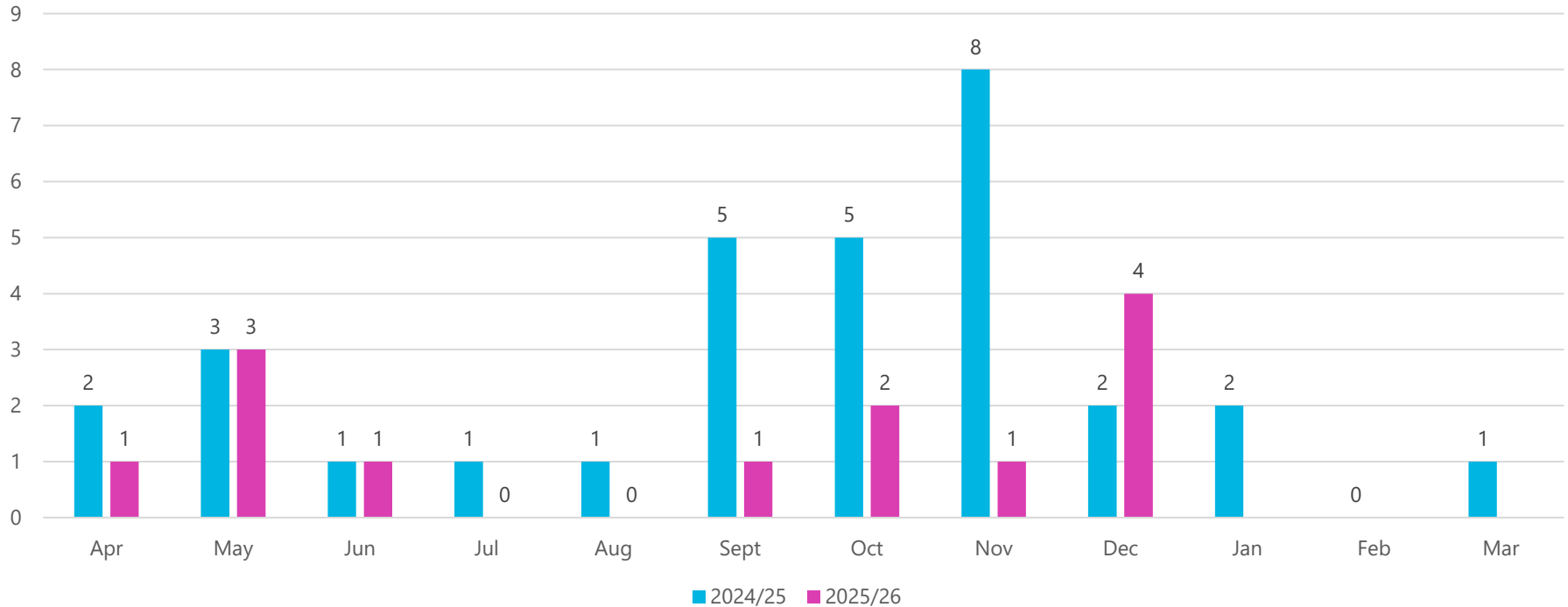
ASB Live Cases - Total Live Cases Within the Month



The total live cases within month has been lower than 2024/25 and has been steadily falling as the year progresses.

Anti-Social Behaviour (ASB) – Surveys Completed

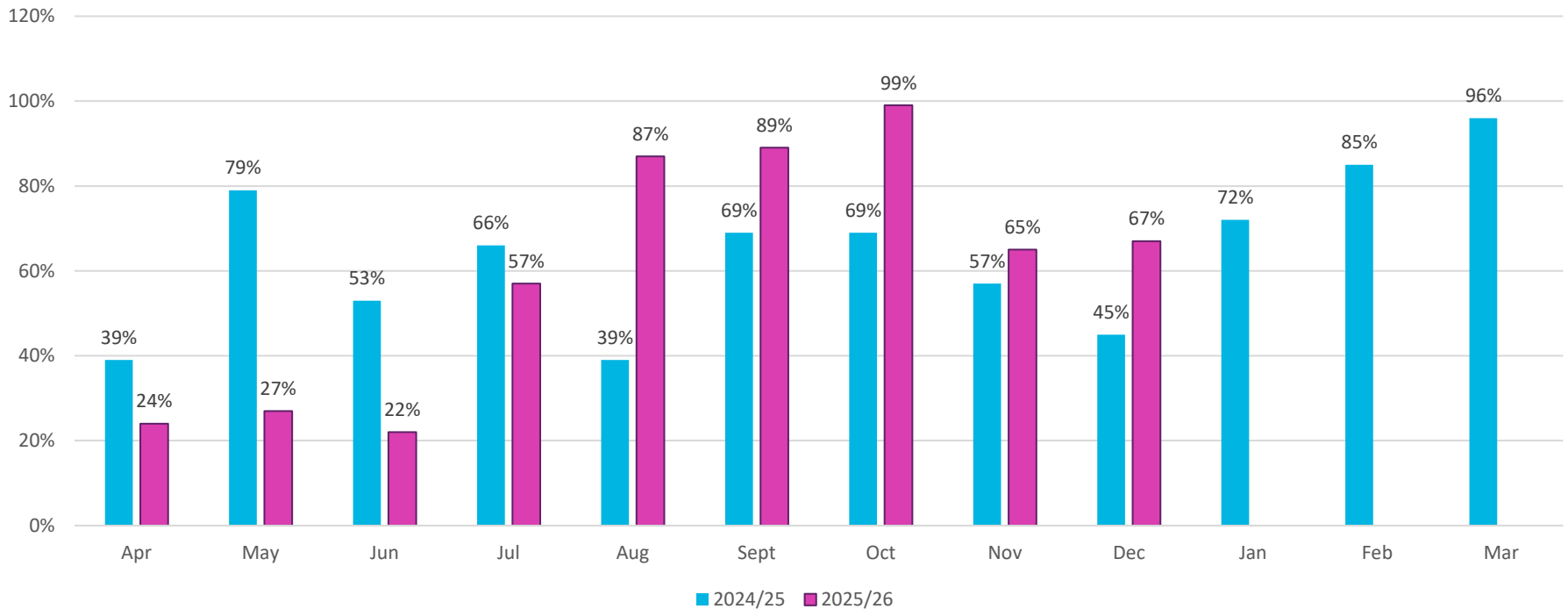
ASB Live Cases - Surveys Completed



Year to date, 13 ASB surveys have been completed in 2025/26. It is expected that there will be a lower year end figure than 2024/25 (year end: 31).

Tenancy Audits (Secure)

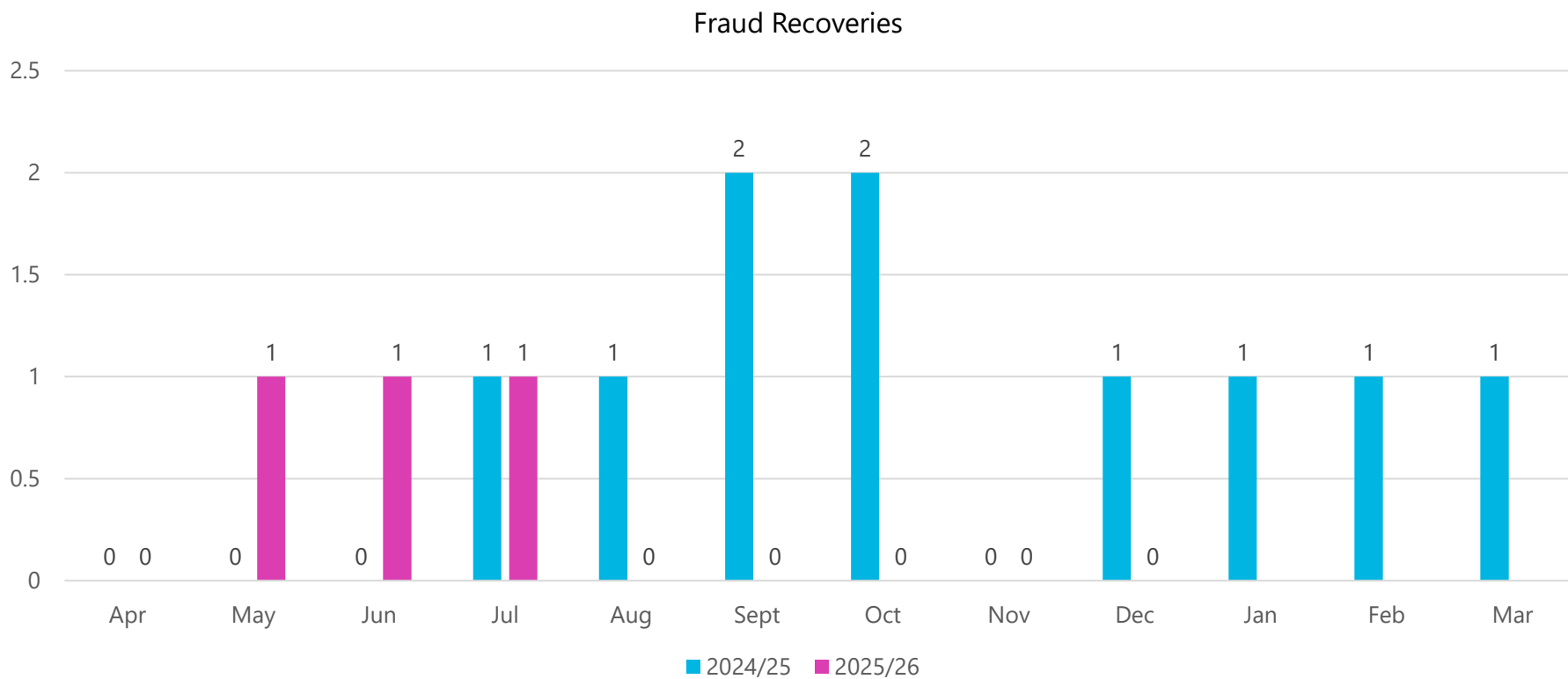
Tenancy Audit Visits Completed (%)



From Quarter 2 2025/26, the tenancy audit visit figures now include those of the new team as well as the tenancy officers, which has contributed to the sharp increase in the months of July, August and September.

It is difficult to make comparisons due to a change in target. Year 2024-2025 was based upon a target of 100 audits per month, however year 2025-2026 target is based upon auditing the entire stock within the year (monthly target is 541 audits per month (1/12 of stock)).

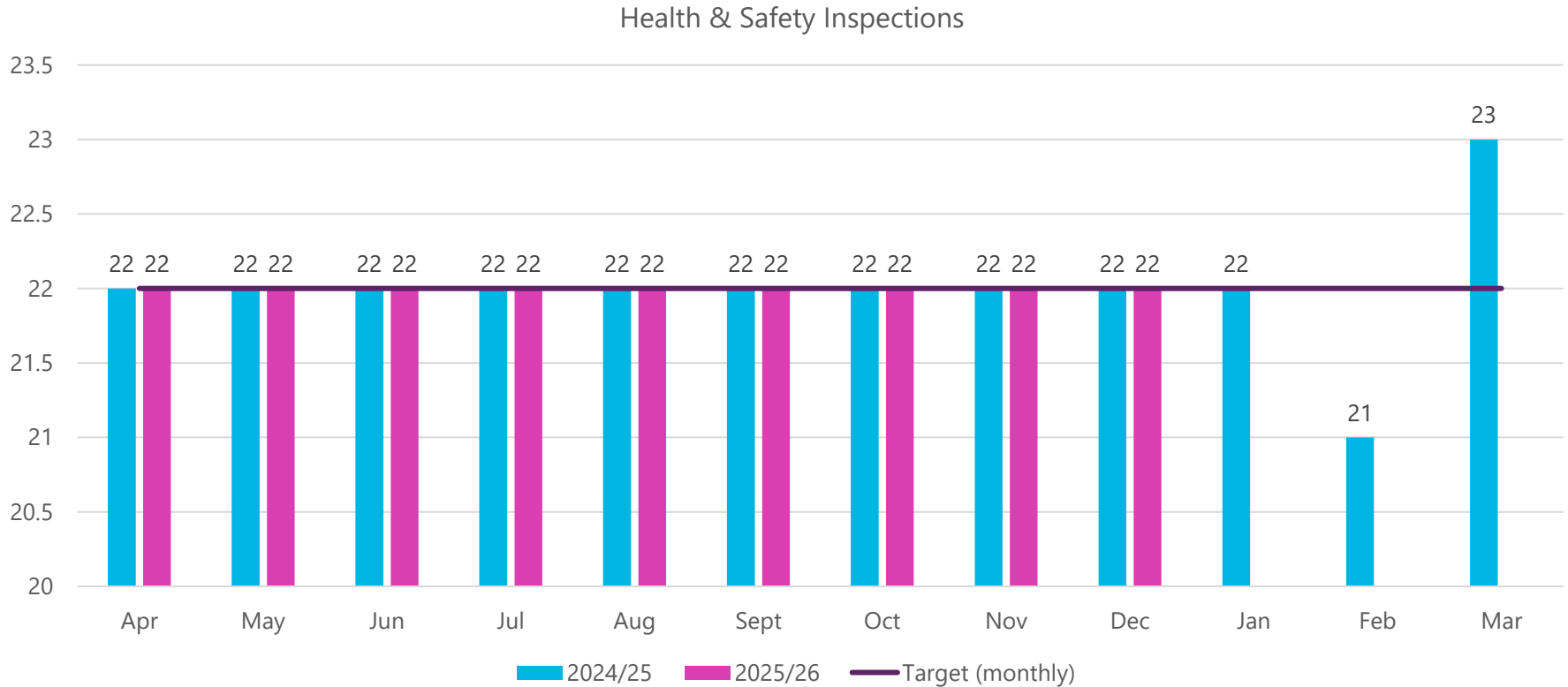
Housing Fraud Recoveries



To date, there have been 3 fraud recoveries in 2025/26. It is unlikely that the service will reach the annual target of 8, and the Year End figure will remain far below the Year End figure of 2024/25 (10).

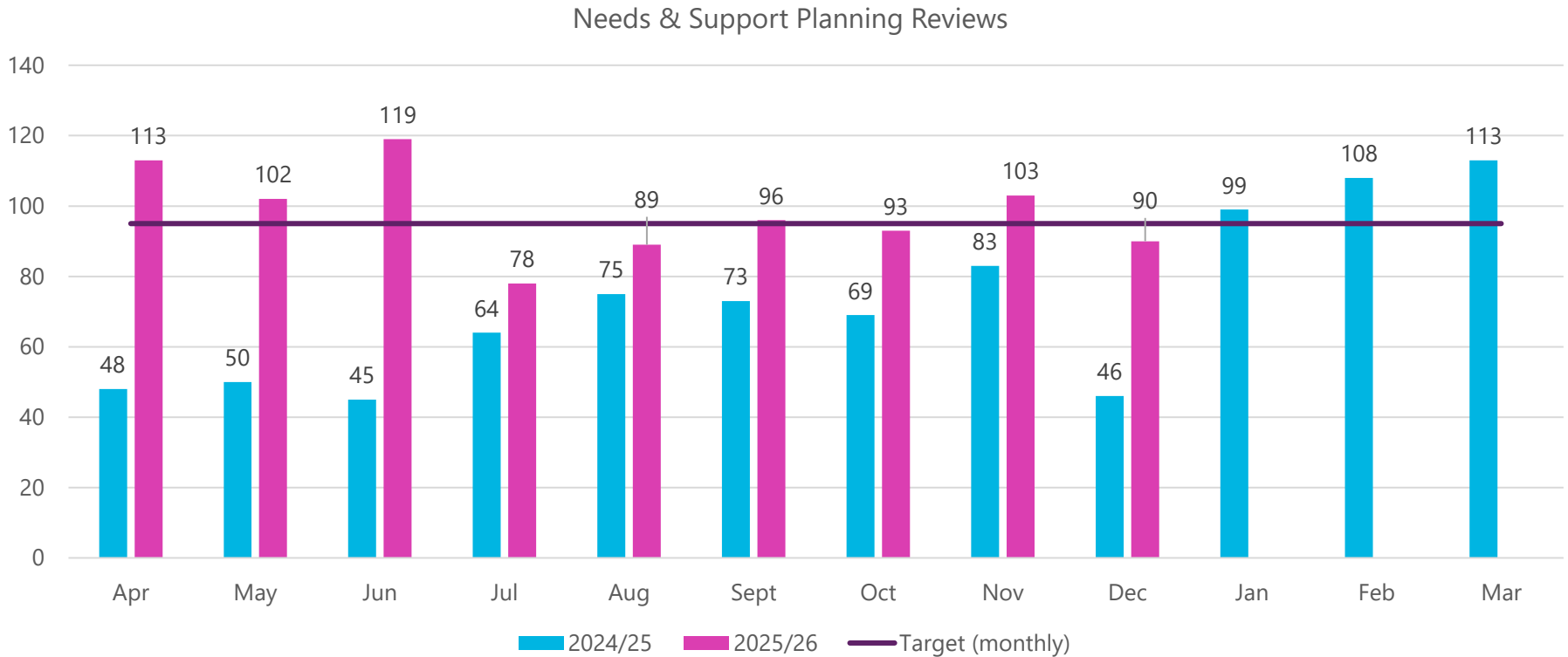
1.2 Housing Operations: Sheltered Housing

Health & Safety Inspections (Including Communal Pull Cord Testing)



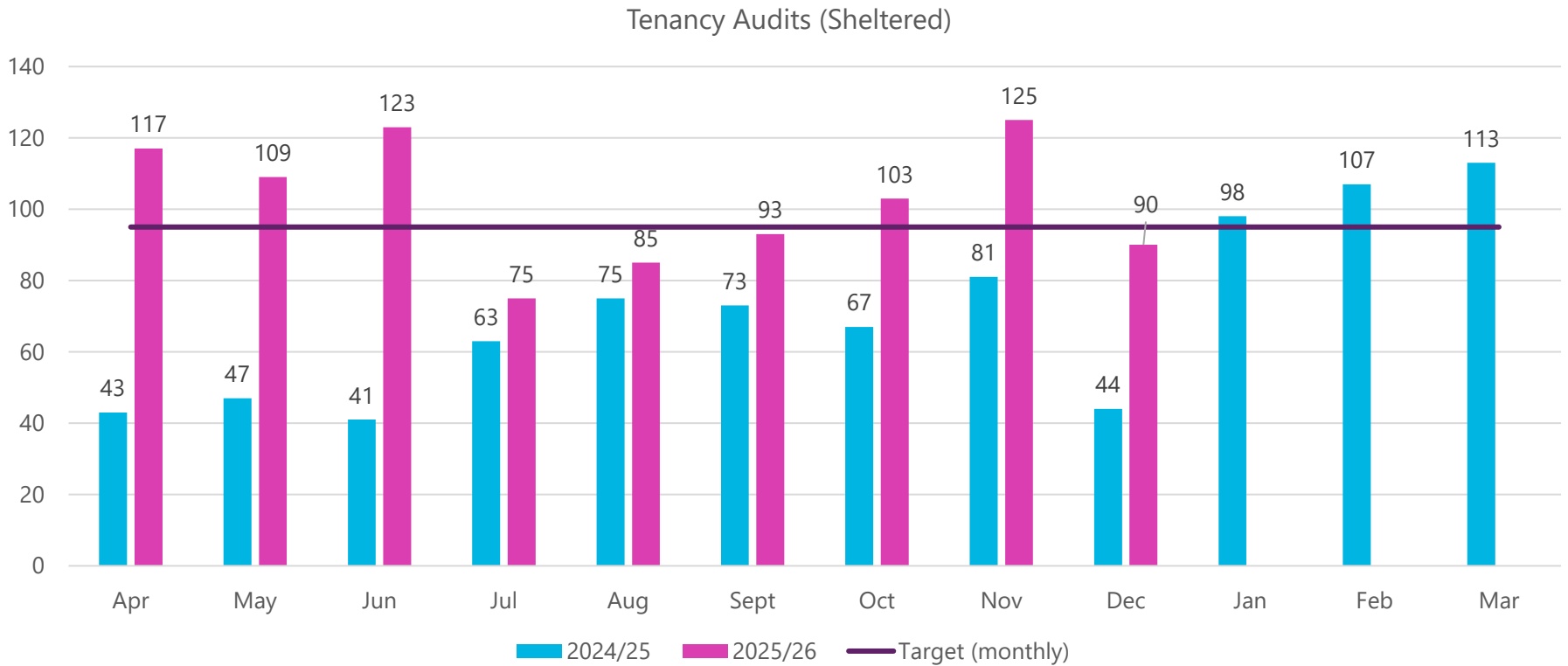
All inspections have been completed. Performance has remained consistent for the last three years.

Needs & Support Planning Reviews



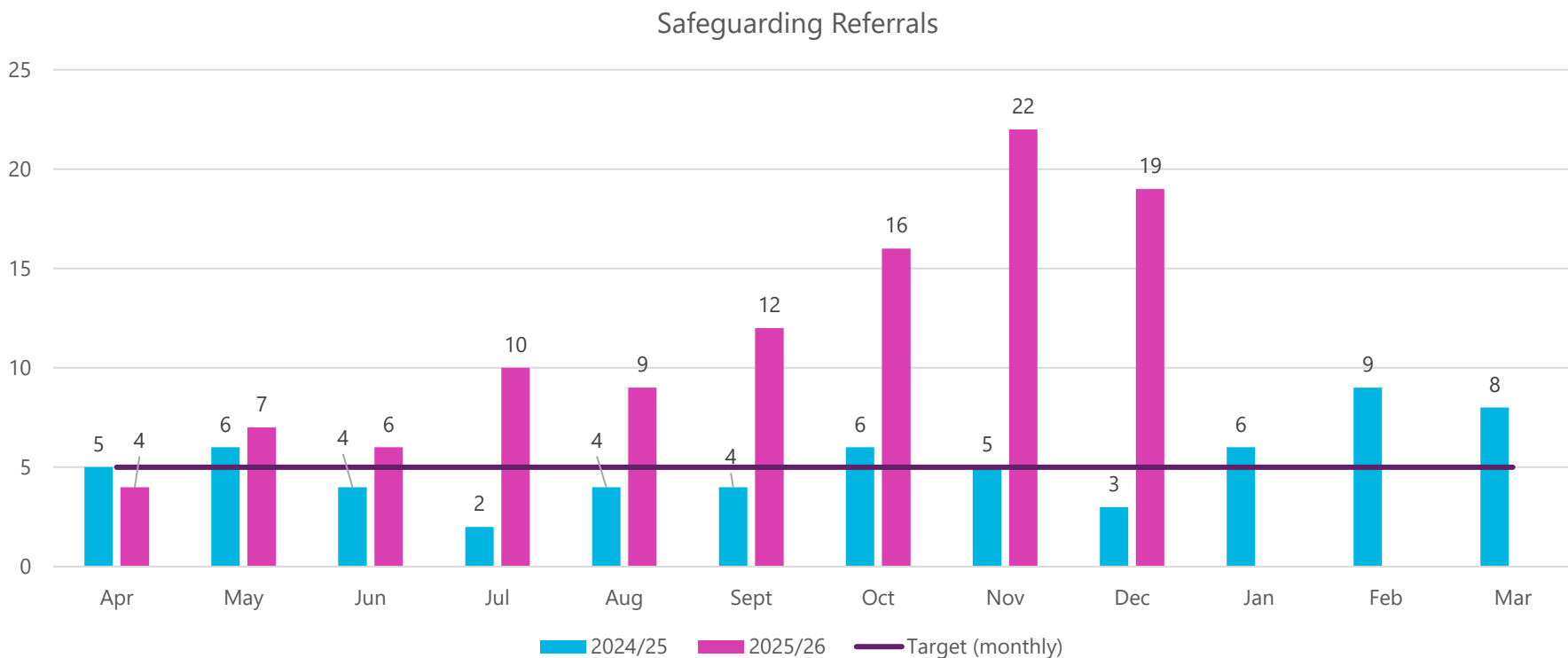
Improved staffing levels have allowed the service to remain within target levels throughout the year. The Year End figure for 2024/25 is 873; the Year to Date figure for 2025/26 is 883.

Tenancy Audits (Sheltered)



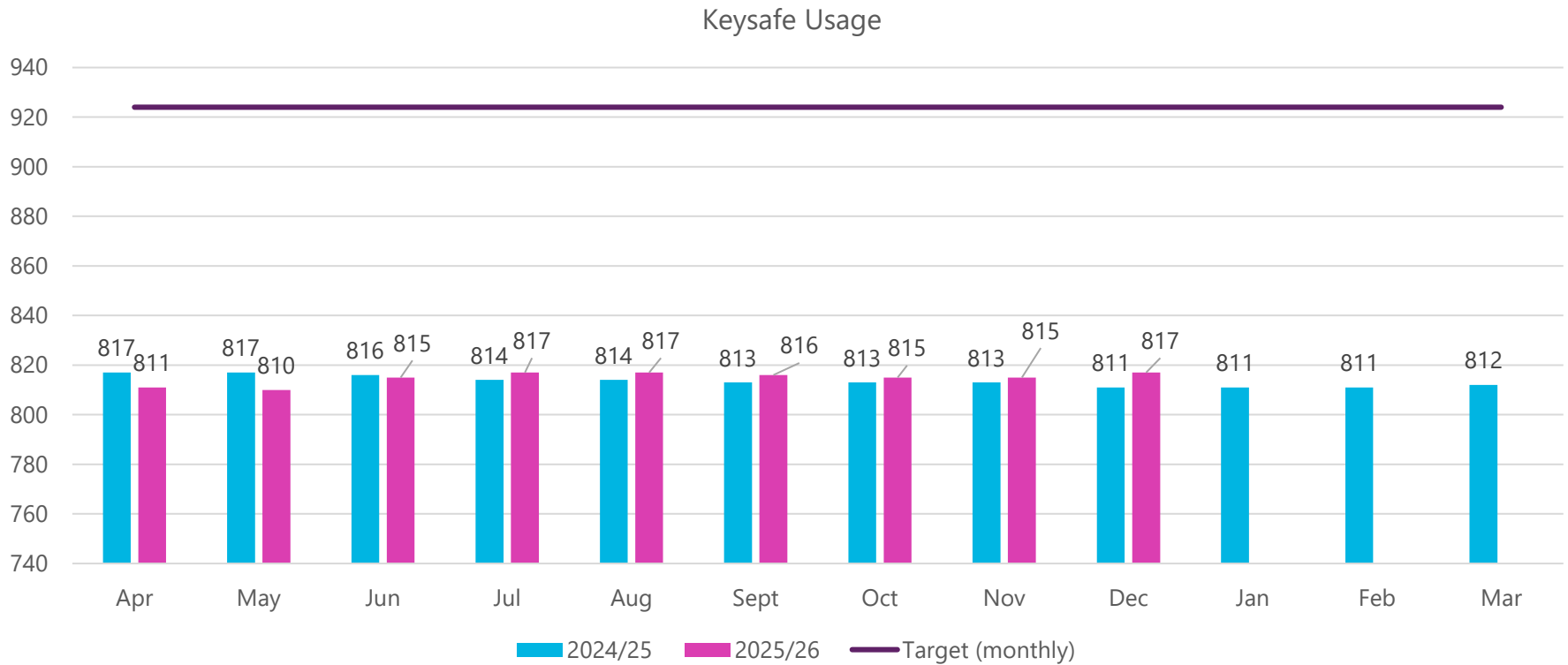
Performance in this area remains highly positive. July had the lowest figure (75), and November the highest (125). The Year End for 2024/25 is 852; the Year to Date figure for 2025/26 is 920.

Safeguarding Referrals (Sheltered)



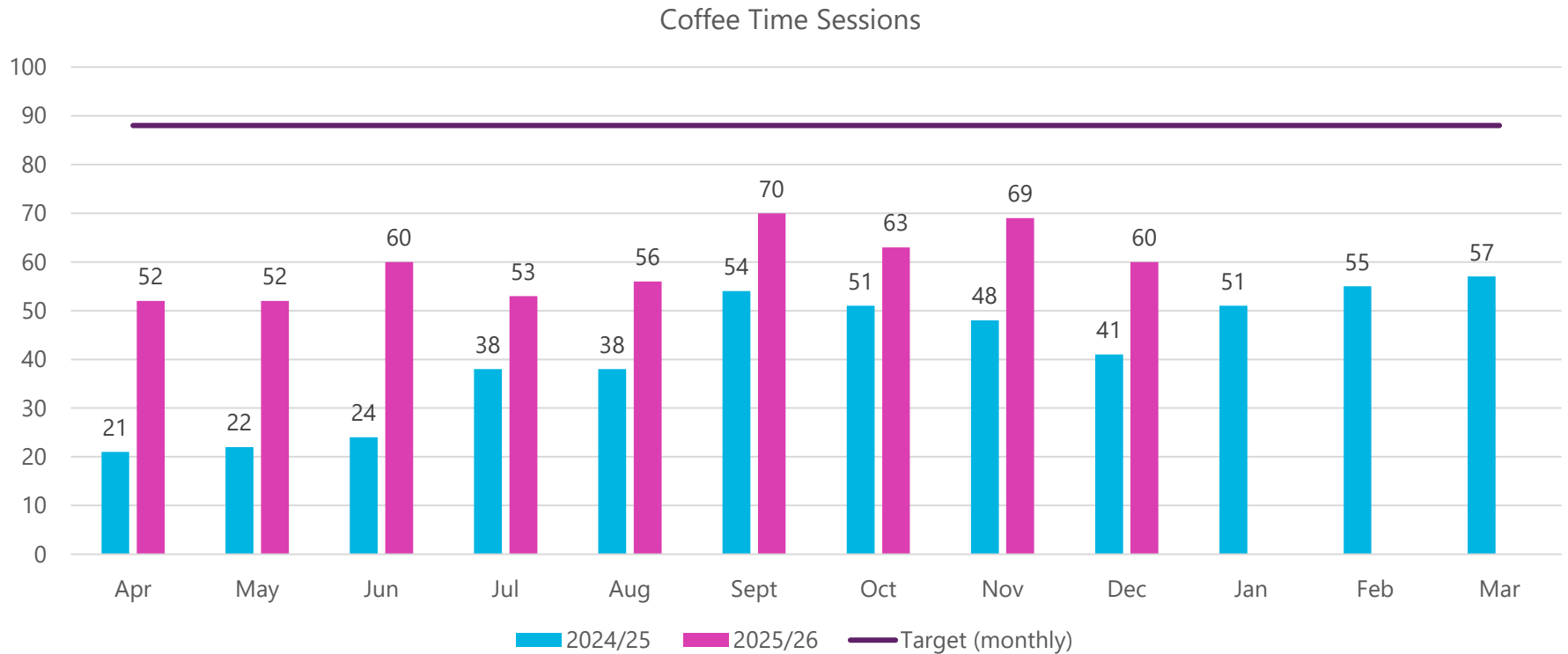
Safeguarding referrals continue to be completed by officers where they become aware of concerns in day-to-day operations or at Needs Review. Some common themes persist around mental health and self neglect. Quarter 3 has seen a significant rise in safeguarding referrals; November had the highest figure (22). The Year End figure for 2024/25 is 62; the Year to Date figure for 2025/26 is 105.

Keysafe Usage (Sheltered)



The service encourage users to utilise the provided Keysafes within our schemes. These allow a swifter response in the event of an emergency access being required. The current reporting year is following a similar trend to the previous year.

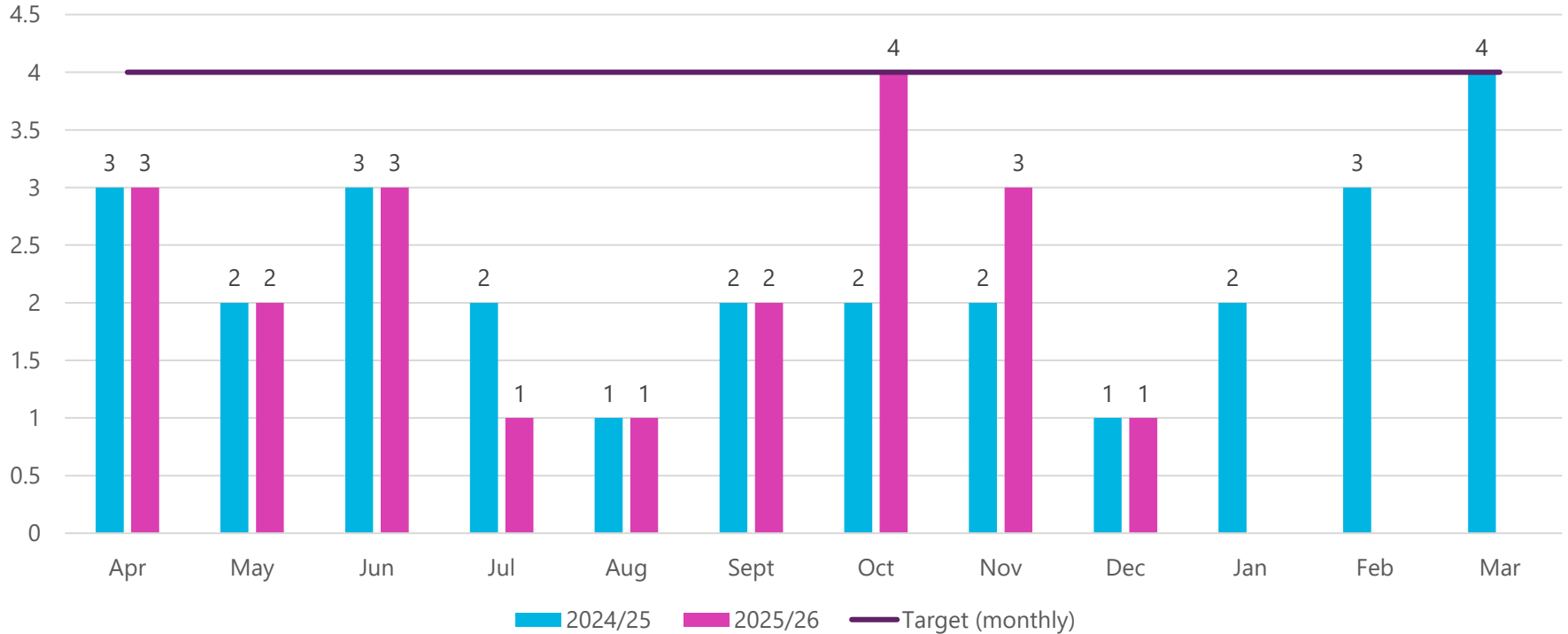
Coffee Time Sessions (Sheltered)



Coffee Time events are much improved on last years' figures. This is due to improved staffing levels, and the results of this can be seen particularly with September's figure, which is the highest the service have ever facilitated. Coffee Time numbers remain high.

Tenants' Meetings (Sheltered)

Sheltered Tenants' Meetings

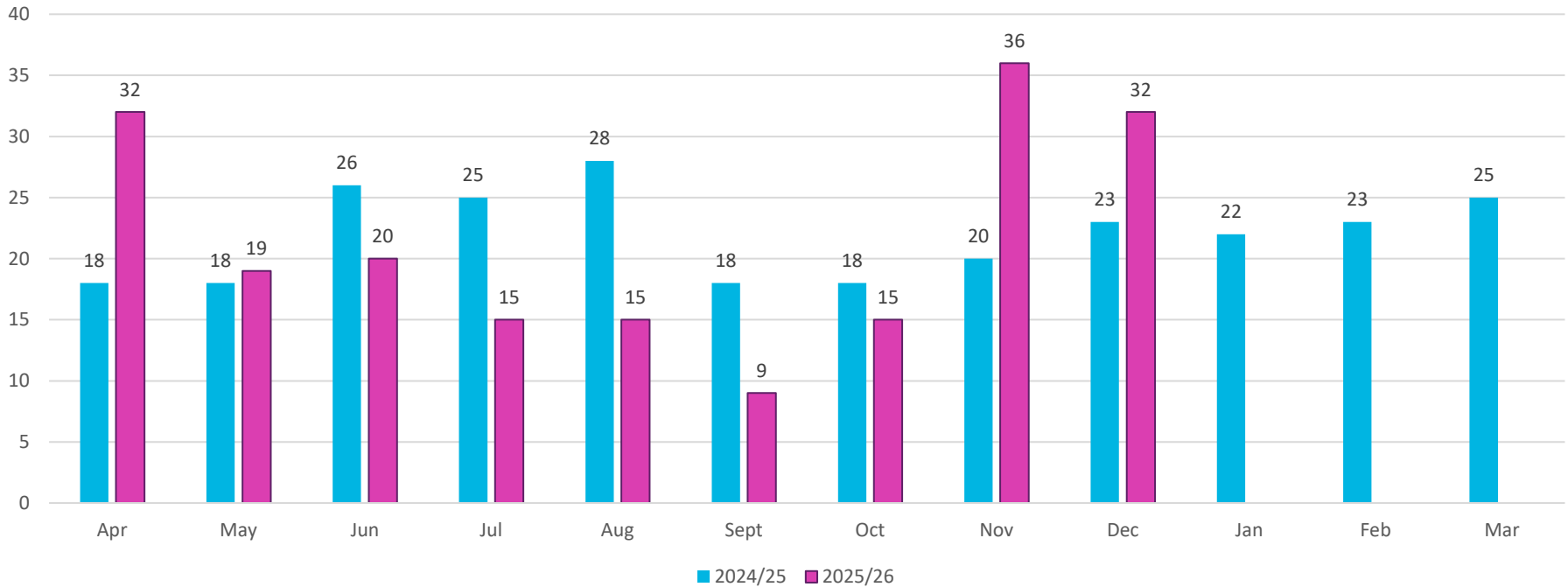


Tenants' meetings are scheduled for every six months as a minimum and are for the purpose of keeping tenants informed of important service-related messages. October saw the largest figure (4).

2.0 Housing Needs

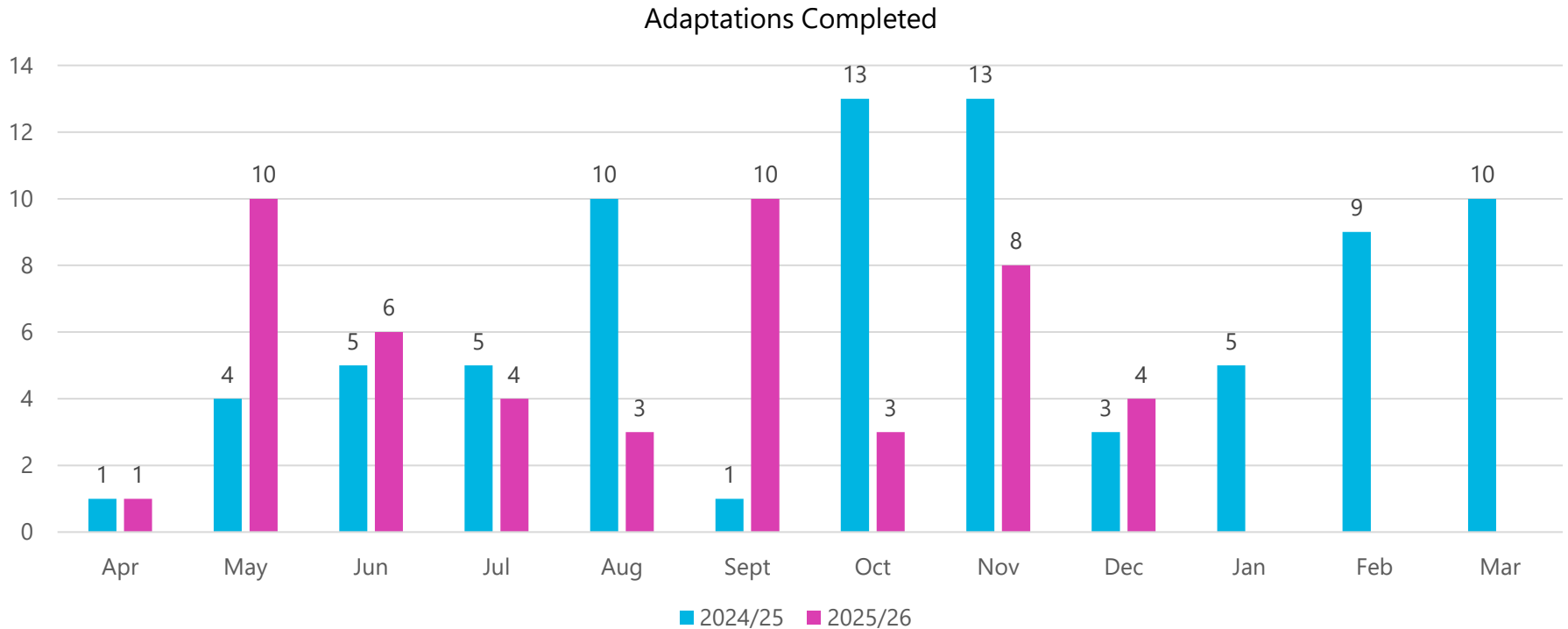
Average Relet Times in Days – Sheltered Housing

Relet Times: Average Relet Times in Days Sheltered Housing



This chart demonstrates how long it has taken for sheltered properties to be relet against the target. The faster that properties are relet the better as it maximises the service’s income from rent. In general, the figures have been significantly lower than the previous year, except for April (32), November (36) and December (32).

Disabled Adaptations



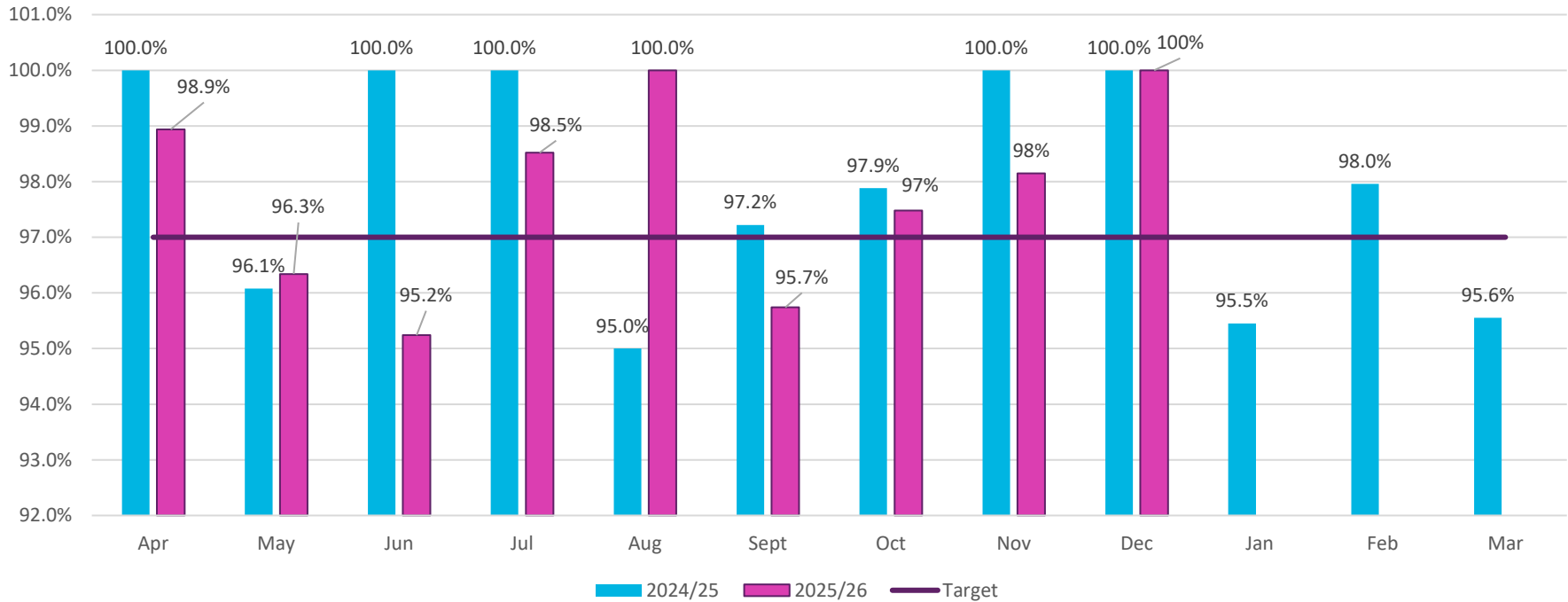
Definition: Total number of completed adaptations (Council and Private stock - cumulative).

Figures have fluctuated over 2025/26. May and September had the highest figures (10), and April the lowest (1). Performance is on target for the year. The Year End figure for 2024/25 is 79; the Year to Date figure for 2025/26 is 49.

3.0 BTS: Repairs

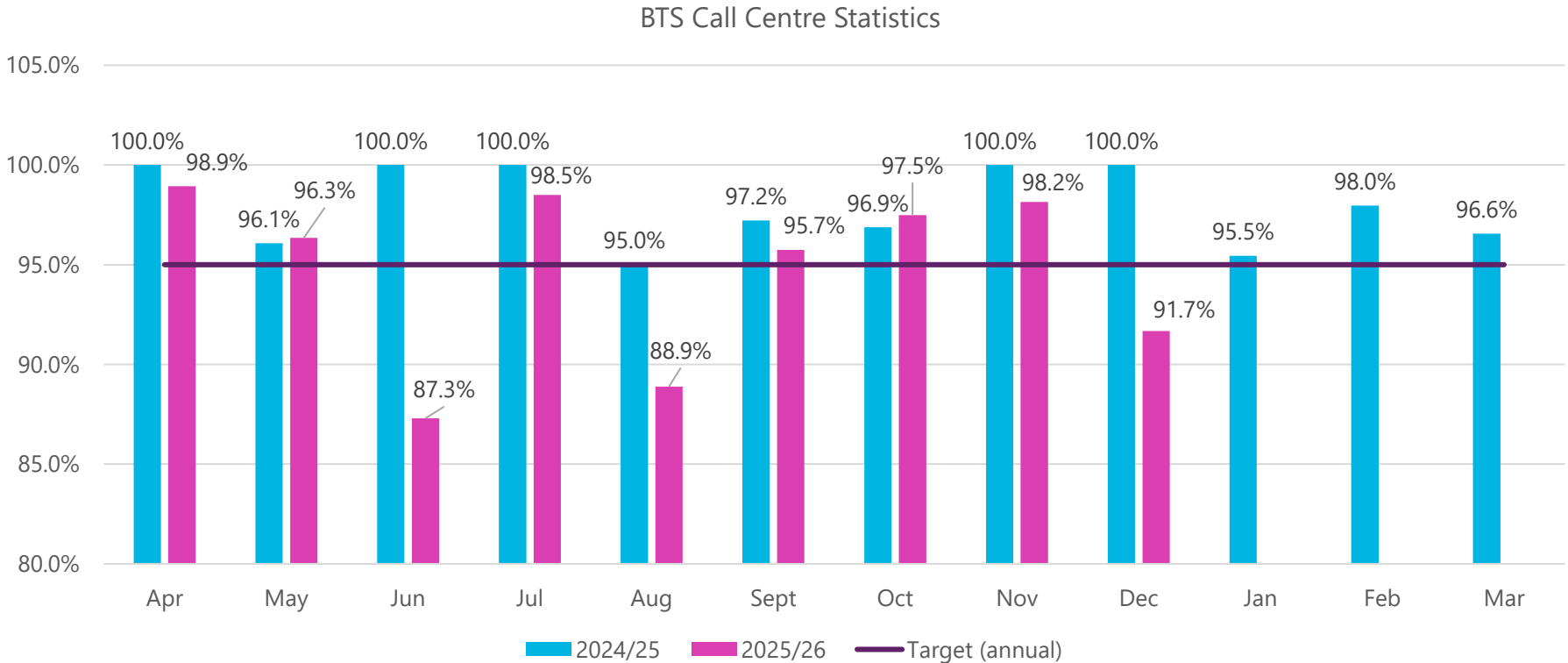
Customer Satisfaction

Customer Satisfaction with Repairs Service



This KPI is collected by contacting the tenants with recently completed repairs satisfaction questionnaire. (This method of collecting the information is called transactional satisfaction). Performance continues to be well within target levels.

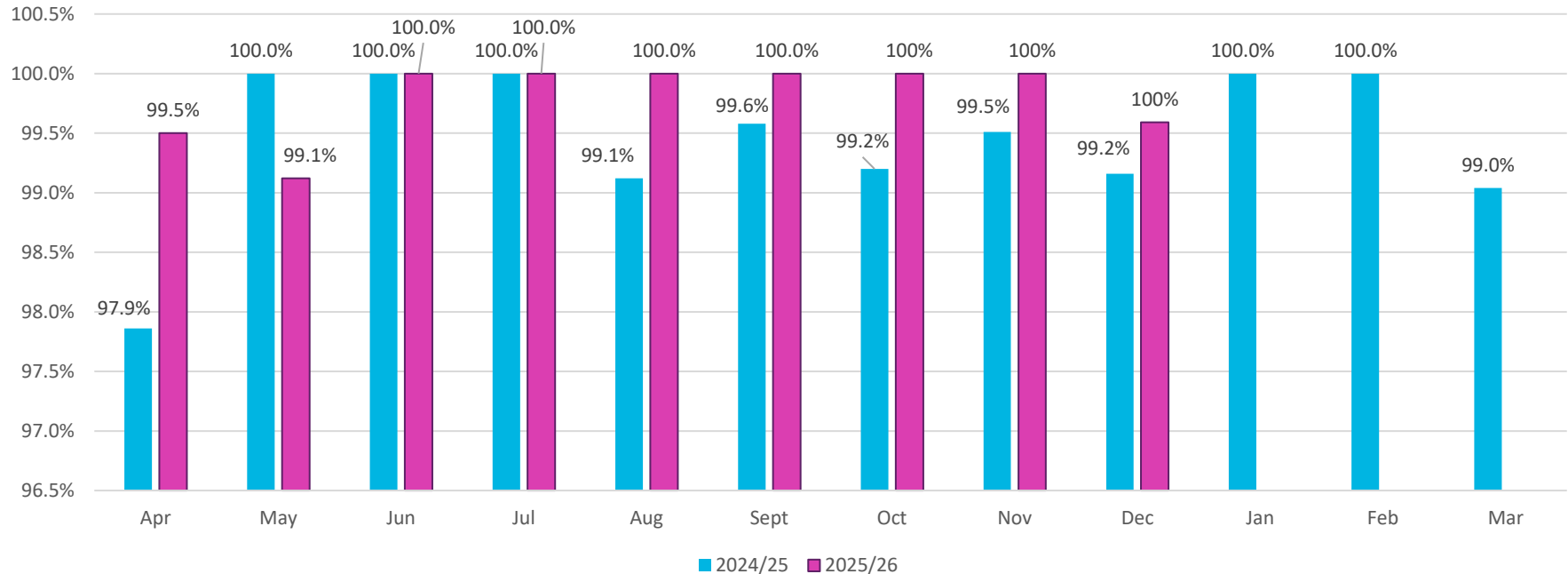
BTS - Call Centre Stats- Calls attended



This KPI is collected by contacting tenants who have recently had repairs completed. BTS Customer Support Officers contact tenants and complete a customer service satisfaction questionnaire. This data is from a customer perspective. Performance has been highly positive throughout the year.

BTS - Repair completion timeliness – Emergency repairs

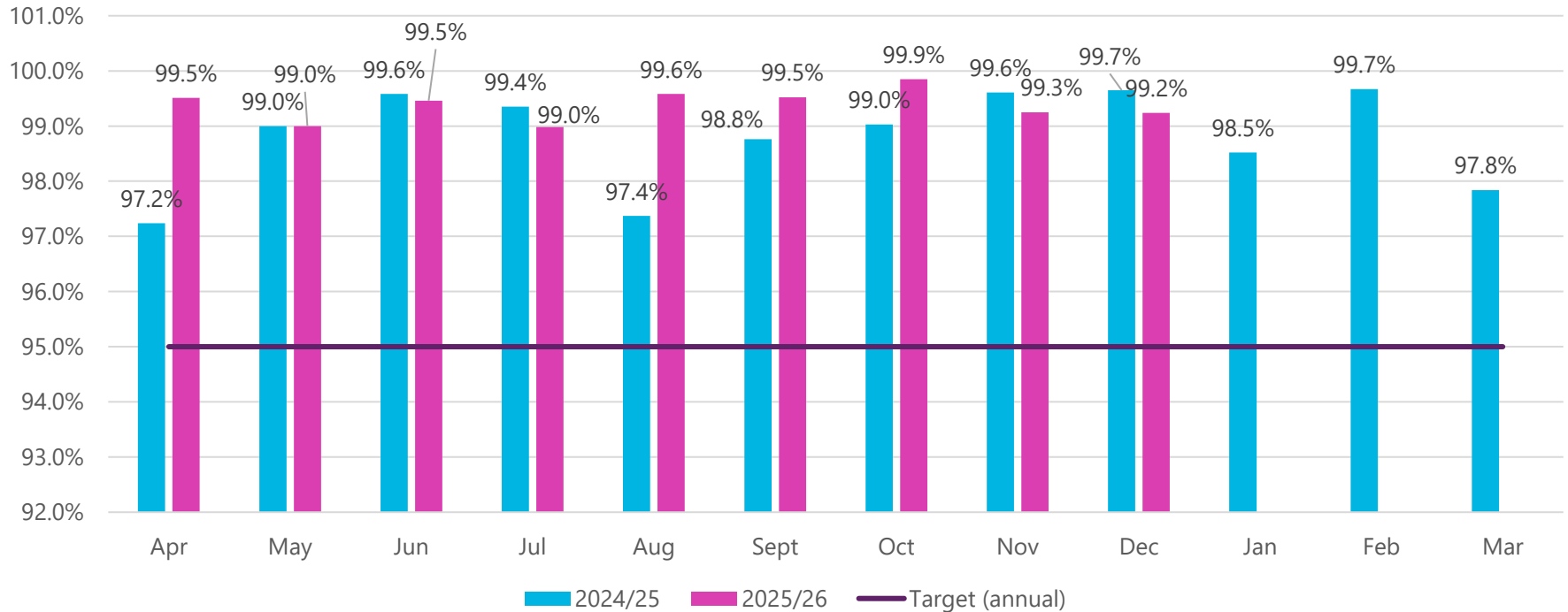
Emergency Repairs Completed on Time (%)



An emergency repair is a fault which is reported either during working hours or out of working hours which threatens danger or risk to the health of the occupants, or which could cause serious damage to the property, and this KPI measures the % of emergency repairs completed within the agreed timescales as set out in the repairs policy. The service has maintained excellent performance throughout the year.

BTS - Repair completion timeliness – All repairs

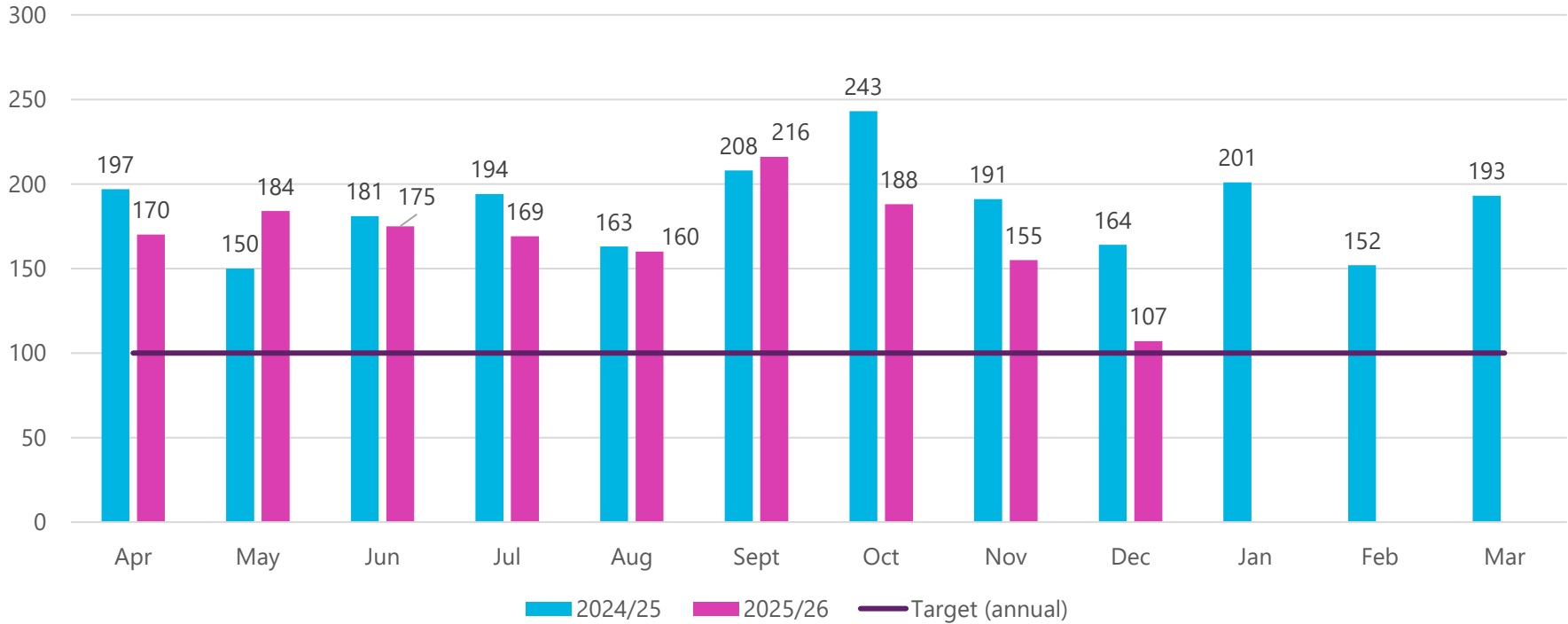
Timeliness of Repairs (All)



This is a monthly KPI that includes all emergency, urgent and routine jobs. Performance for 2025/26 has been consistently above target and in many cases, has been higher than the corresponding months of 2024/25.

BTS - No Access (Day to day repairs)

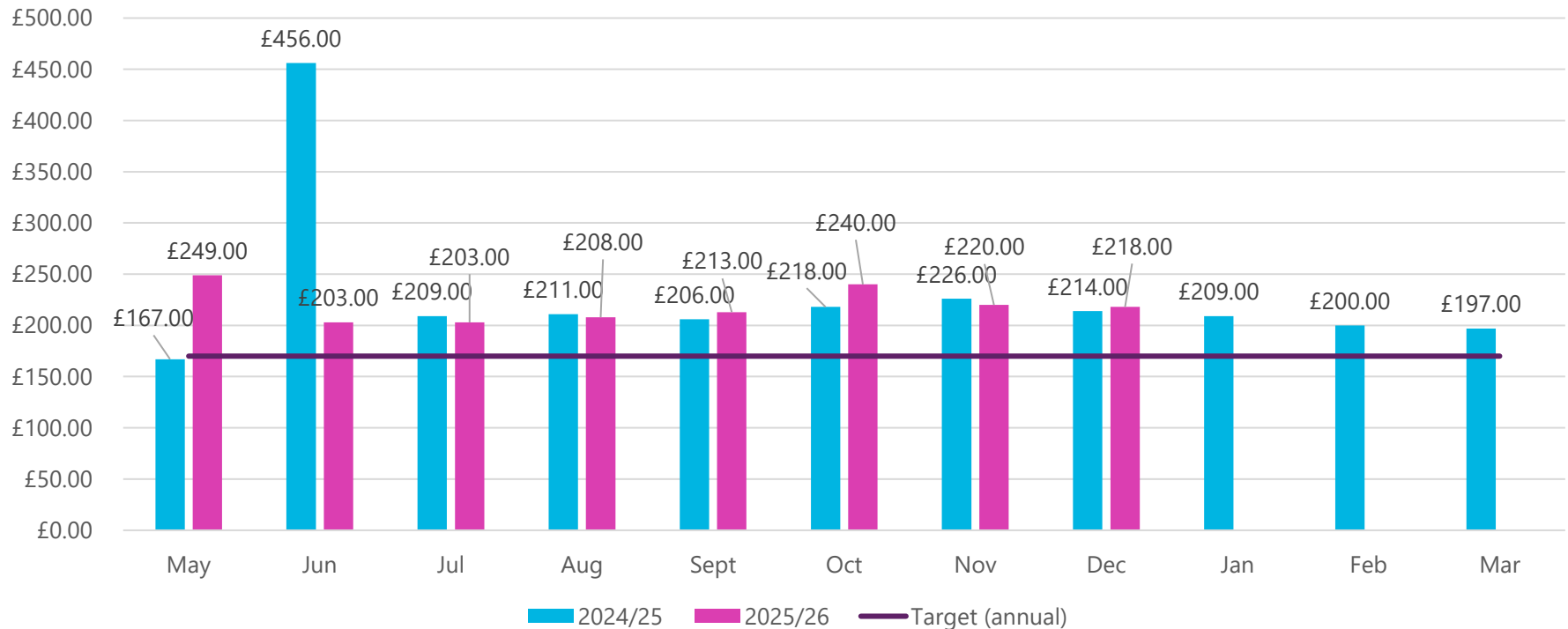
BTS No Access (Day to Day Repairs)



Please note it costs LBC about £60 for every no access repairs appointment. BTS sends a text/letter or calls tenants to agree an appointment prior to attending the repair. As with the previous year, the figures for each month have been above target.

BTS - Average repair cost – day to day

BTS Average Repair Cost (Day to Day)

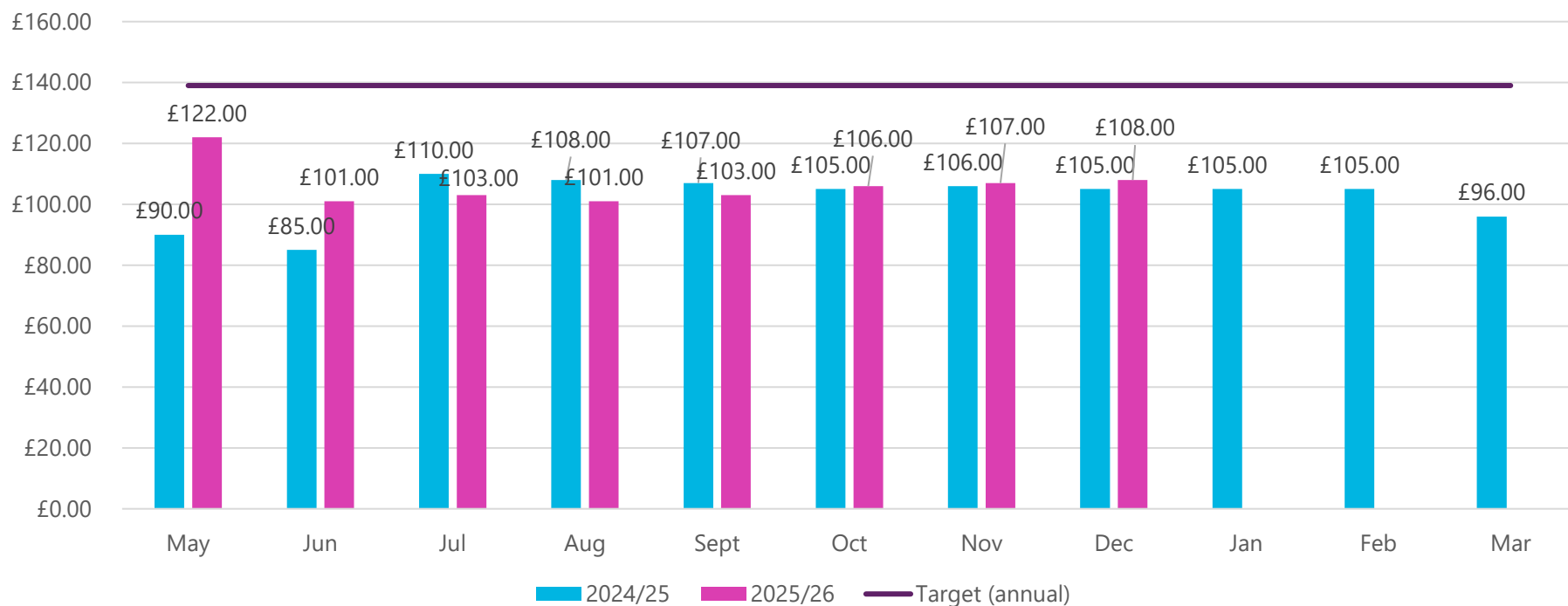


April's figures aren't counted for this KPI.

Day to day costs have been increasing due to inflation, sub-contractors, cost of living and lack of materials, and this can be seen in the cost in this financial year. Figures for 2025/26 remain above target.

BTS - Average Repair Cost – Standby Only (Out of Hours)

BTS Average Repair Cost: Standby Only (Out of Hours)



April's figures aren't counted for this KPI.

BTS always strives to utilise its limited resources effectively, and our repairs expenses is lower than the industry average. This low repair cost helps in widening our repairs base and carry out the repairs which most of the other councils include in tenant's responsibilities. Performance for 2025/26 has been following a similar trend to the previous year, with the average repair cost for each month being below the designated target.