



Service Delivery Committee	Tuesday, 25 November 2025	Matter for Information
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Report Title: **Housing Management Performance and Compliance Report Q2 (2025/26)**

Report Author(s): **Chris Eyre (Housing Manager)**

Purpose of Report:	To inform Members on the current position in respect Housing compliance and performance.
Report Summary:	In line with the requirements of the Safety and Quality and Transparency, Influence and Accountability Standards the Council must provide reporting and assurance and be clear on what actions the team are taking to address performance where it is not meeting targets. Performance information will be discussed with the Tenant and Leaseholder Group and published so residents can hold the Council to account in the delivery of services connected to its functions as a landlord.
Recommendation(s):	That the content of the report and appendices be noted.
Senior Leadership, Head of Service, Manager, Officer and Other Contact(s):	Teresa Neal (Strategic Director) (0116) 257 2642 teresa.neal@oadby-wigston.gov.uk Adrian Thorpe (Head of The Built Environment) (0116) 257 2645 adrian.thorpe@oadby-wigston.gov.uk Chris Eyre (Housing Manager) (0116) 257 2726 chris.eyre@oadby-wigston.gov.uk
Strategic Objectives:	Our Council (SO1) Our Communities (SO2)
Vision and Values:	Customer & Community Focused (V1) Proud of Everything We Do (V2) Resourceful & Resilient (V4)
Report Implications:-	
Legal:	There are no implications directly arising from this report.
Financial:	There are no implications directly arising from this report.
Corporate Risk Management:	Reputation Damage (CR4)
Equalities and Equalities Assessment (EA):	There are no implications arising from this report. EA not applicable.
Human Rights:	There are no implications arising from this report.

Health and Safety:	There are no implications arising from this report.
Statutory Officers' Comments:-	
Head of Paid Service:	The report is satisfactory.
Chief Finance Officer:	The report is satisfactory.
Monitoring Officer:	The report is satisfactory.
Consultees:	None.
Background Papers:	None.
Appendices:	1. Compliance Performance Q2 (2025/26) 2. Responsive Repairs Performance Q2 (2025/26) 3. Repair Contract Management Performance Q2 (2025/26) 4. Income Management Performance Q2 (2025/26) 5. Member Responsible for Complaints (MRC) Report Q2 (2025/26)

1. Introduction

- 1.2 The 2025-26 Q2 update provides a comprehensive overview of the housing service's performance across key operational areas for the reporting period. It is intended to offer transparency, accountability, and insight into how the service is delivering against its objectives and regulatory obligations.
- 1.3 All housing service key performance indicators are annual targets. However, where appropriate we set quarterly goals that contribute to the annual target. Typically, these quarterly goals will be 25%, 50%, and 75% for Q1, 2 and 3 respectively.
- 1.4 The purpose of this update is to highlight achievements, identify areas for improvement, and support informed decision-making to enhance service quality and tenant satisfaction.

2. Detail

- 2.1 During this quarter, the Council sold three properties through the Right to Buy scheme and acquired two new properties, resulting in a net total of 1,169 properties in the housing stock.
- 2.2 Key achievements at Q2 include the completion of a Regulator of Social Housing self-assessment where the Housing Team has evaluated its performance against the Regulator of Social Housing's (RSH) consumer standards. This involves a staff review of standards, evidence of compliance, and the collection of data through processes like the annual Tenant Satisfaction Measures (TSMs) and Statistical Data Returns. The self-assessment is a crucial step for the Council to ensure it is meeting regulatory requirements and to prepare for a RSH inspection.
- 2.3 A key area of work at Q2 having identified what service improvements are needed to achieve compliance with the regulator's standards, has been to develop an action plan to address any gaps identified through the self assessment. The plan includes specific actions to improve areas like stock quality, tenant satisfaction, and complaint handling, with clear timelines and oversight from senior management and Members through the Regulator of Social Housing Task & Finish Group. This process is part of ensuring compliance with the RSH's consumer standards and will be an ongoing activity.

- 2.4 Housing compliance is the process of ensuring that the Council's housing stock meets all legal and safety regulations, which includes everything from gas and electrical safety to fire safety and building maintenance. It is a critical responsibility for housing providers to protect tenants, avoid legal penalties, and maintain the quality of their housing stock. A summary of compliance performance is detailed at **Appendix 1**.
- 2.5 Housing repair targets are specific timeframes for completing repairs to the Council's properties, aiming to ensure the home remains safe, secure, and in good condition. These targets categorise repairs by emergency, urgent and routine: 4 hours, 5 working days and 25 working days respectively. A summary of compliance repairs performance is detailed at **Appendix 2**.
- 2.6 Repair contract management performance is the measure of how well the Council's repair contractor is performing against its objectives, using indicators connected to quality, time, and compliance and tenant satisfaction. This is to ensure the work is done effectively, efficiently, and to a good standard. A summary of repair contract performance is detailed at **Appendix 3**.
- 2.7 Income management performance monitors how the collection of rent, arrears management and recovery of rent arrears is performing during the year. This performance monitoring is critical to understand financial risks and health in terms of the income collected and areas in which improvements can be made to limit the amount of rent arrears and what support can be offered to tenants with paying their rent. A summary of income management performance is detailed at **Appendix 4**.
- 2.8 Housing complaints is subject to statutory reporting and scrutiny through the housing ombudsman. A summary of Q2 complaint performance is detailed at **Appendix 5**.
- 2.9 It is intended that the report will evolve over time and additional KPI and performance measures will be added to future reports, providing a comprehensive account of performance measures associated with housing management.