



**Service Delivery
Committee**

**Tuesday, 10 March
2026**

**Matter for
Information**

Report Title: Housing Management Performance and Compliance 2025-26 Quarter 3 Report

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

Purpose of Report:	To inform Members on the current position in respect of 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):	<p>Teresa Neal (Strategic Director) (0116) 257 2642 Teresa.Neal@oadby-wigston.gov.uk</p> <p>Adrian Thorpe (Head of The Built Environment) (0116) 257 2645 Adrian.Thorpe@oadby-wigston.gov.uk</p> <p>Chris Eyre (Housing Manager) (0116) 257 2726 Chris.Eyre@oadby-wigston.gov.uk</p>
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.
Interim Monitoring Officer:	The report is satisfactory.
Consultees:	None.
Background Papers:	None.
Appendices:	<ol style="list-style-type: none"> 1. Compliance Performance 2025-26 Q3.docx 2. Responsive repairs 2025-26 Q3.docx 3. MRC Report 2025-26 Q3.docx

1. Introduction

- 1.1 This Quarter 3 (Q3) performance report provides an overview of the housing service's delivery against key operational objectives for the 2025–26 reporting year. It is designed to support transparency, regulatory compliance, and accountability in line with the Safety and Quality, Transparency, Influence, and Accountability Standards.
- 1.2 Performance information will be shared with the Tenant and Leaseholder Group and published to ensure residents can hold the Council to account for its performance as a landlord.
- 1.3 Quarterly goals for each KPI contribute toward the annual targets, with expected performance thresholds of 25%, 50%, and 75% for Q1, Q2, and Q3 respectively.
- 1.4 The purpose of this report is to highlight key achievements, identify areas requiring improvement, and support informed decision making to enhance service quality and tenant satisfaction.

2. Housing Compliance

- 2.1 Housing compliance measures the extent to which the Council's housing stock meets statutory health and safety requirements. The Council manages 1,167 residential/domestic sites, each assessed across six key compliance areas:
 - Legionella Control
 - Asbestos Management
 - Fire Safety
 - Gas Safety
 - Electrical Safety
 - Lift Management
- 2.2 The compliance position for all areas at Q3 2025–26 is provided in Appendix 1.

3. Housing Repairs

- 3.1 The delivery of housing repairs is undertaken by an external contractor. Performance is measured against 10 key performance indicators (KPIs), including the contractor's response times for emergency and non-emergency repairs.

- 3.2 Housing repair targets ensure homes remain safe, secure, and well-maintained. Repairs are categorised into
- Emergency Repairs – works required to address immediate health and safety or security concerns
 - Non-Emergency Repairs – works that can be safely scheduled within agreed timeframes

3.3 A summary of repair performance is detailed in Appendix 2.

4. Housing Complaints

4.1 The housing complaints management report is at appendix 3. This report outlines the number of complaints received in Q3, themes, and resolution performance to comply with the Housing Ombudsman's Complaint Handling Code.

4.2 These reports are used to demonstrate transparency, track performance and drive service improvements.