

# Housing Landlord Services Performance Supplement

## Quarter 4 2025-26

Report produced by Strategy and Performance

## Housing Landlord Services










### Introduction

The last quarter has again seen the Landlord Service take positive steps towards its aim of being compliant with the Regulator for Social Housing’s Regulatory Standards and its performance continues to improve demonstrating its increasingly robust approach to understanding its data; improved reporting; especially in relation to asset related data and a clear commitment from staff to address issues as they arise. There is an increasingly proactive culture being developed that is showing a keenness for data and insight and looking to become more analytical in its approach. This is especially true in relation to the ongoing work to understand its position in regard to the Decent Homes Standard.

The tables included in this report are summaries of the data held within the operational Tier 1 dashboard; used monthly by the service to track performance and report to the Housing Improvement Board. Measures remain under review and may be updated to reflect changing priorities or emerging issues.

### Compliance

#### Compliance Dashboard

Indicator	January	February	March	TSM Benchmark (2024/25)	Data Assurance
% of properties with valid Gas Safety certificate	99.69%	99.71%	99.71%	100%	
% of properties with valid smoke alarms / detectors	99.73%	99.75%	99.47%	N/A	
% of properties with valid carbon monoxide alarms / detectors	99.69%	99.72%	99.70%	N/A	
% of domestic properties with EICR certificate up to 5 years old	46.94%	48.50%	52.35%	N/A	
% of communal assets with EICR certificate up to 5 years old	100%	100%	100%	N/A	
% of homes for which all required fire risk assessments have been carried out	100%	100%	100%	100%	
% of homes for which all legionella risk assessments have been completed	100%	100%	100%	100%	
% of homes for which all required asbestos management surveys or reinspection's have been carried out	100%	100%	100%	100%	
% of homes for which all required communal passenger	87.50%	87.50%	100%	100%	

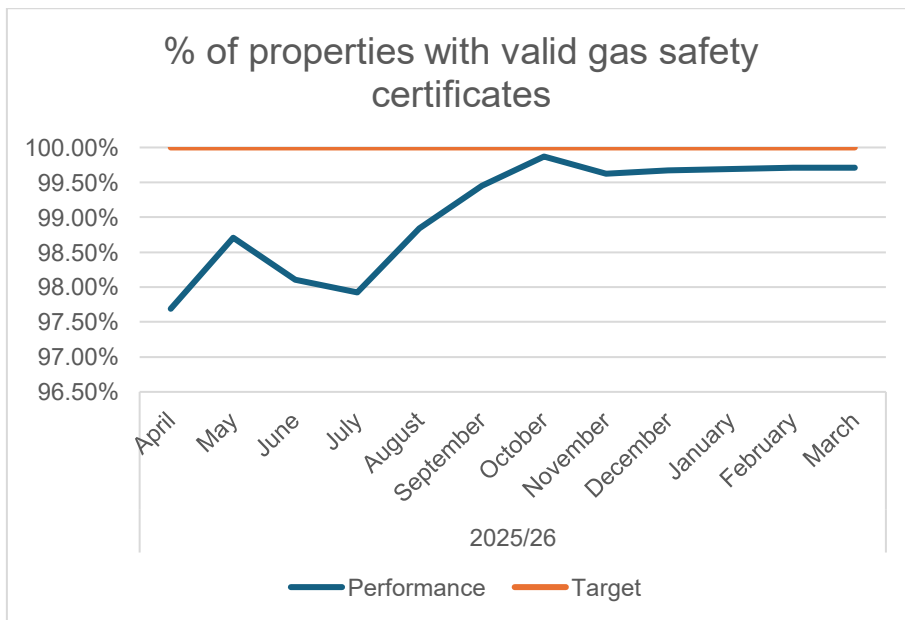
lift safety checks have been carried out					
Damp & mould investigations (% completed within 10 working days)	69%	44%	48%	-	●
Damp and mould letters % sent within three working days	-	-	-	-	●
Damp and mould repairs (% begun within 5 working days)	70%	4%	-	-	●

**Compliance Performance**

Overall performance continues to improve or show signs of stability built on ongoing development of the services and increased awareness and understanding of the performance framework and how it links in with regulatory priorities.

The biggest challenge the service has experienced in recent months is in relation to the tracking of requirements attached to Awaabs Law in respect of damp and mould. Whilst it is known that the work is being addressed as it becomes identified reporting is proving problematic due to the configuration of the system and the ability to track start dates effectively. This remains under review and changes have been made to the management of the processing to support improved data collection and reconciliation. In relation to most of the areas of compliance by reporting 100% NYC will be within the top quartile when the benchmarking returns are published; again this is an extremely positive return based on the work of the team over the year.

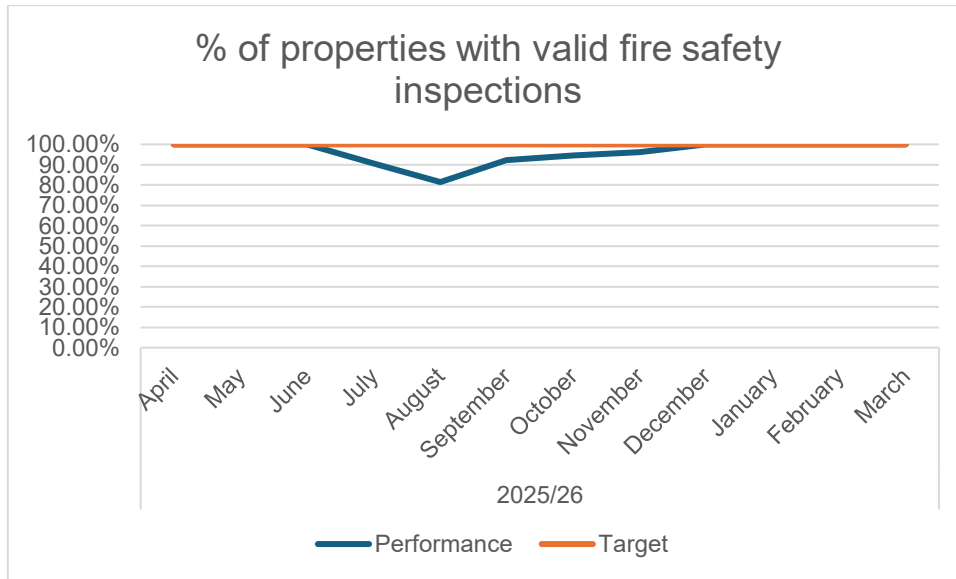
**Gas Safety**



Whilst all compliance elements are vital when looking at the safety of tenants, gas safety remains one of the highest priority issues and performance across the sector is extremely high. Driving compliance towards 100% is a priority and as at the end of March just 21 properties were without a gas safety certificate. Half had appointments scheduled for the checks in April and the remainder were subject to

court action to gain access. The longest outstanding certificate dates back to September. Over the course of the next year the service will continue to refine its processes to ensure these outstanding inspections are completed.

**Fire safety Compliance**



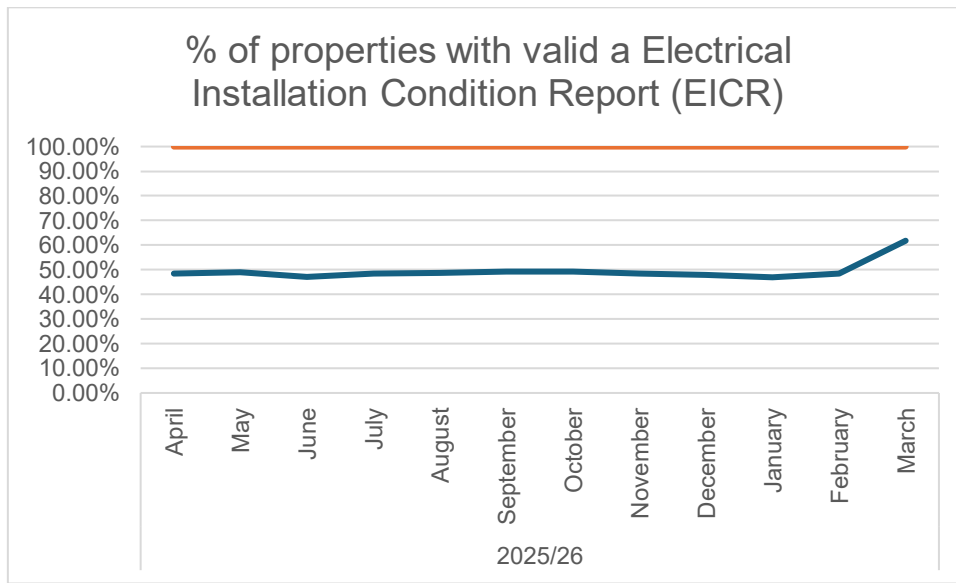
The service has also maintained excellent performance over the quarter in relation to fire safety inspections. The dip in performance in the summer was largely attributed to capacity and the scheduling of the anniversaries of the inspections; an issue that should be resolved for future following reprofiling of the workload. This will mean some sites receive earlier inspections over the next year.

These inspections drive a significant number of remedial actions; the largest volume typically relate to fire door replacements and loft hatch replacements. Since the start of the year the number of outstanding remedial actions has fallen dramatically from 347 high priority and 175 medium priority works outstanding. Profiling of the exact nature of the remaining remedial actions is underway and will be presented as part of the next Q report however these can typically be described as works that are more complex in nature or require specialist contractors.

	October	November	December	January	February	March
<b>Outstanding fire risk assessment remedials: High Risk (over 1month target)</b>	<b>133</b>	<b>149</b>	<b>149</b>	<b>142</b>	<b>136</b>	<b>121</b>
Months 2-3	7	39	23	0	0	0
Months 4-6	10	1	17	39	37	1
6 Months +	116	109	109	10	99	120
<b>Total Outstanding fire risk assessment remedials: Medium Risk (Over 3 month target)</b>	<b>54</b>	<b>54</b>	<b>69</b>	<b>75</b>	<b>66</b>	<b>59</b>

Months 4-5	0	0	15	14	4	0
Months 6-9	1	1	1	15	22	20
9 Months +	53	53	53	46	40	39

### Electrical Safety Compliance







One area that has proved challenging over the course of the year is in regard to Electrical Installation Condition Reports (EICR) compliance. The service has a significant number of issues in regard to this indicator. There are a lot of paper-based records that have needed authenticating to help improve reporting alongside a programme of works that was typically maintaining the status quo and not improving the performance. Given the regulatory changes in November the service has engaged with contractors in order to increase its output and as a result the number of compliant properties is now increasing at a steady rate. This should show sizeable increases over the next few months.

### Repairs and Maintenance

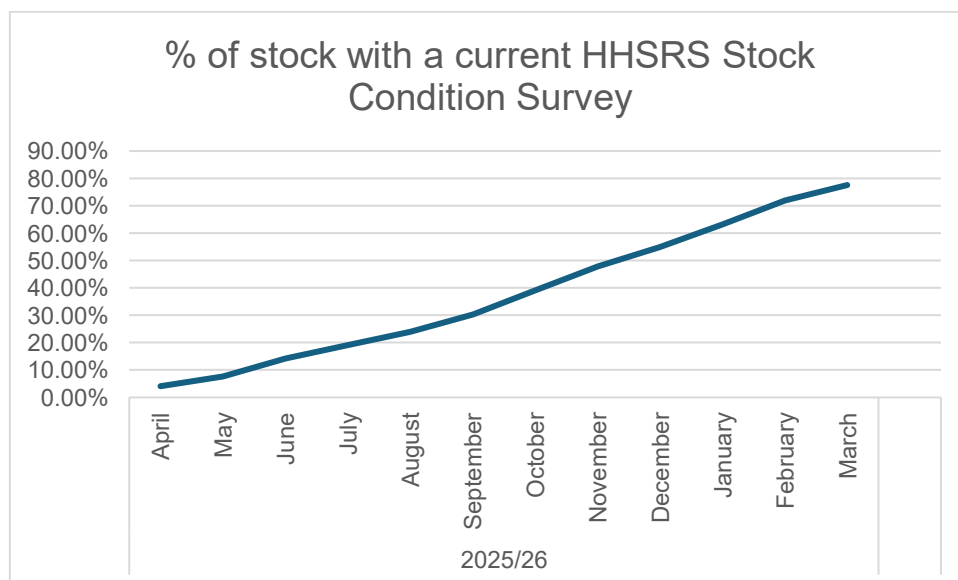
#### Repairs and Maintenance Dashboard

Indicator	January	February	March	TSM Benchmark (2024/25)	Data Assurance
% of homes that meet the Decent Homes Standard	20.80%	28.94%	25.97%	-	
Number of stock condition surveys carried out	731	724	478	-	
% of stock with a current HHSRS Stock Condition Survey (cumulative)	63.14%	71.84%	77.58%	-	

Proportion of non-emergency repairs completed in target timescale	75.73%	76.68%	81.51%	Median: 82.5%	
Proportion of emergency repairs completed in target timescale	91.10%	90.50%	90.35%	Median: 94.9%	
Disrepair claims – open cases	82	86	93	-	
Average time in days taken to relet	288	307	337	-	

Again, performance in respect of repairs and maintenance is reporting as either improved or stable. This is again reflective of the work done within the service to grasp its data and establish effective reporting and recording practices. One big transformation this year is the introduction of Planon as a tool for managing asset data and reporting repairs. This is improving the speed at which jobs can be allocated and supporting more effective management of workloads; hence the much more consistent reporting of repairs completed in target timescale (both emergency and non-emergency). In both cases the service is now much closer to the median sector performance than last year.

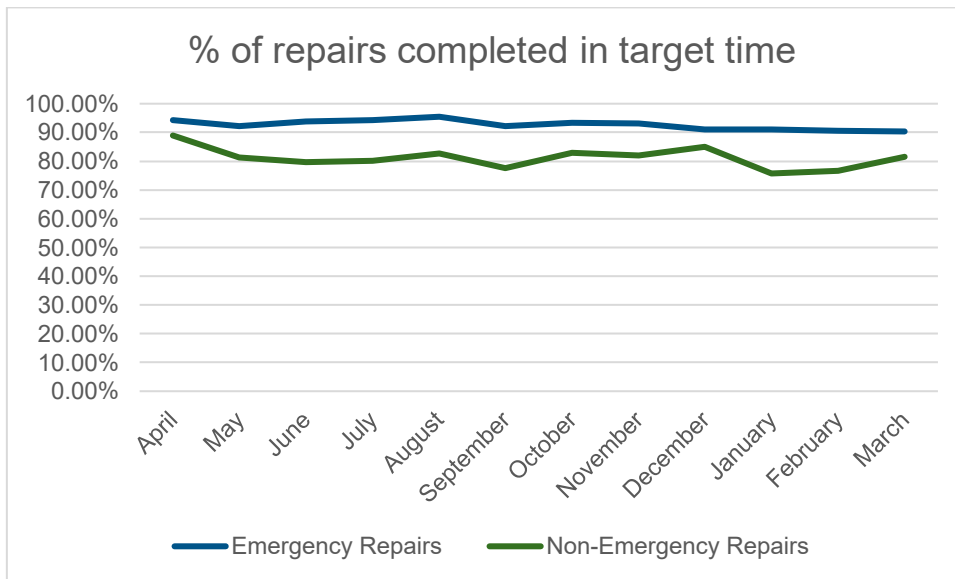
A final point should be made concerning the reporting of Decent Homes data. Previously reporting a figure evidencing the Decent Homes position was challenging however this is now feasible due to the development of an in-service calculator that can read a significant volume of survey results. The figure is based on the status of completed surveys. The service recognised that a large proportion of properties would be flagged as non-decent on account of the ongoing EICR work. Furthermore, there are additional works where properties have been identified as failing due to Category A faults that have been rectified since the survey and can be feasibly classed as meeting the standard. Work is underway to reclassify these determinations.



The service has continued to push forward with an intensive programme of stock condition surveys and whilst the level of inspections has fallen slightly this quarter this is intentional given the impacts of

undertaking such a large inspection programme is generating a significant repairs workload. The programme of surveying all properties is well on track for completion by October.

**Repairs Summary**

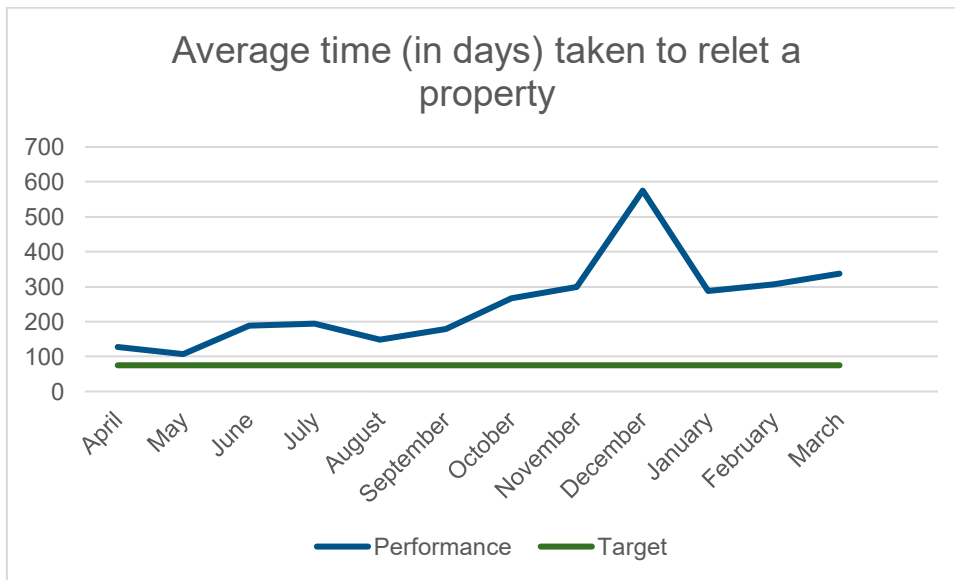
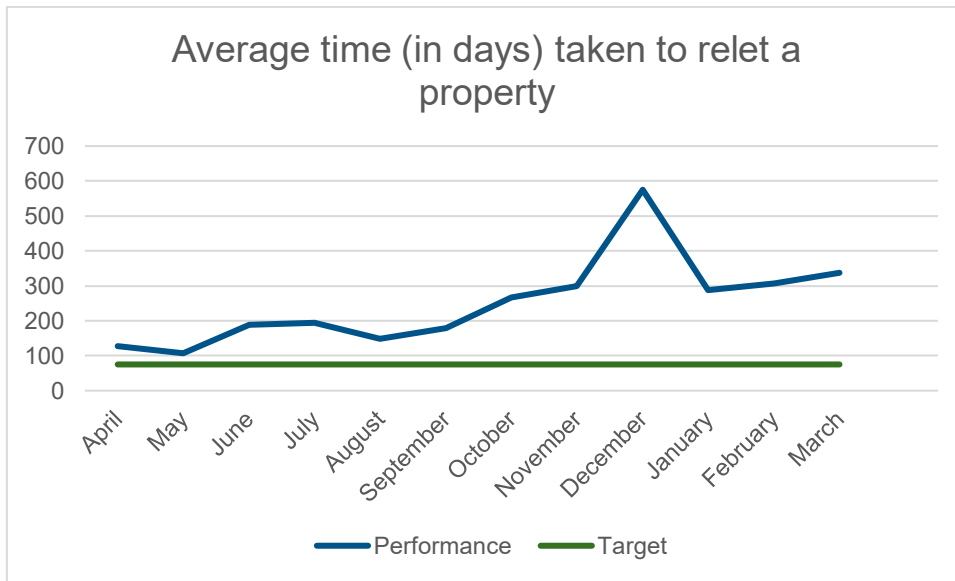


Despite % of repairs completed in target time showing a degree of fluctuation over the year the volume of repairs being completed each month has grown substantially with March 2026 delivering a total of 3,099 non-emergency repairs (compared to 2,072 in April 2025). This is driven by a number of key factors:

- *Repairs generated through stock condition surveys*
- *Increase in repairs being logged through routine inspection*
- *Noticeable increase in customers reporting repairs*

The service continues to monitor the volume of repairs being handled however so far the level of performance is remaining satisfactory.

**Voids and Relets**











The management of voids remains a tricky issue; complicated by two key factors. The investment needed in the stock is significant and this often includes a number of intrusive energy efficiency measures that drive up the amount of days a property is untenanted. In addition, some properties that have been relet from December have been empty for some time due to management decisions and are only just coming back into use. The service remains aware of these challenges and understands that whilst such intensive stock investment programmes are running performance will always exceed target.

### Housing Management and Complaints

#### Housing management dashboard

Indicator	January	February	March	Data Assurance
TSM - No. of ASB cases opened (per 1,000 homes) (NM01)	0.36	0.24	0.12	

TSM – No. of ASB cases that involve hate incidents opened (per 1,000 properties) (NM01)	0.00	0.00	0.00	
TSM - No. of new stage 1 complaints received in month per 1,000 properties. (CH01)	7.69	5.76	3.84	
TSM - No. of new stage 2 complaints received in month per 1,000 properties (CH01)	0.24	0.36	0.12	
TSM - % of stage 1 complaints responded to within the Housing Ombudsman’s Complaint Handling Code timescales (%) (CH01)	66.67%	77.08%	72.22%	
(TSM) - % of stage 2 complaints responded to within the Housing Ombudsman’s Complaint Handling Code timescales (%) (CH01)	80.00%	50.00%	-	
TSM – Overall satisfaction with the service provided by North Yorkshire Council (Quarterly) (TP01)	-	-	73%	
True current tenant arrears at the end of the month (%)	0.52%	0.55%	0.28%	
% of Tenant data captured	20.01%	35.27%	47.41%	

Performance across the housing management functions remains positive. Notable highlights include performance in relation to arrears management which routinely place the authority in top quartile with the Housemark benchmarking assessments. It is also noted that the number of ASB cases and complaints are reducing. In terms of ASB the service is using a specialist software solution and is due to launch daily reporting to support case management imminently. Complaints is an area where more work is needed to understand what is happening as the service is unable to report on the number of cases progressing to stage 2 for March. This is largely as a result of issues within the complaints service and the assessment and triaging of cases. This will be rectified for the next report. Finally, the service is engaging with a substantial data capture exercise to improve the level of information held on its customers and developing appropriate strategies for engaging with them on the data. This will support compliance with the regulatory standards and help improve service delivery.

**Conclusion**

Throughout the year the service has continued to show great resilience and determination to address performance issues and improve its understanding of its data. It is acknowledged that there remain gaps and concerns however the overriding position remains positive and its direction of travel in many areas is encouraging. Throughout Q4 an exercise was undertaken to review the data governance position and establish what was needed to ensure there was confidence in the reporting of all KPIs. This exercise was ultimately a positive one and highlighted how the service had sought to manage and improve the data its using; whilst establishing a number of manual work arounds and processes outside of the systems which are still awaiting convergence. This will ensure that as migration of data occurs to these platforms it is clean and accurate. In addition, by now being able to report on its Decent Homes position it will be much

easier to articulate investment needs and develop programmes to improve the stock; this was a big concern heading into the period of statutory returns and means the authority will be much better placed to use wider sector benchmarking tools throughout the next year and beyond.