








Housing Services Performance Report

Quarter 4 2025-26



Reporting Period: 1 January 2026 to 31 March 2026

Ref	Performance Indicator	Jan-2026	Feb-2026	Mar-2026	Trend	What better looks like
Safety and quality standard						
Decency and stock quality						
SQ04	Percentage of homes that do not meet the Decent Homes Standard	0.1%	0.1%	0.1%		Low
Health and safety						
HG01	Percentage of homes for which all required gas safety checks have been carried out	100.0%	100.0%	100.0%		High
HF01	Percentage of homes for which all required fire risk assessments have been carried out	100.0%	100.0%	100.0%		High
HA01	Percentage of homes for which all required asbestos management surveys or re-inspections have been carried out	100.0%	100.0%	100.0%		High
HW01	Percentage of homes for which all required legionella risk assessments have been carried out	100.0%	100.0%	100.0%		High
HL01	Percentage of homes for which all required communal passenger lift safety checks have been carried out	77.9%	94.0%	100.0%		High
HE01	Percentage of homes for which all required electrical safety checks have been carried out	99.7%	99.5%	98.8%		High
AW01	Number of potential emergency hazards reported	41	29	18		N/A
AW02	Number of potential significant damp and mould hazards reported	80	83	90		N/A
AW03	Percentage of potential emergency hazards investigated and safety works completed within 24 hours of becoming aware of the hazard	100.0%	89.7%	100.0%		High
AW04	Percentage of potential significant damp and mould hazards investigated within 10 working days of becoming aware of the hazard	16.3%	66.3%	73.3%		High

Ref	Performance Indicator	Jan-2026	Feb-2026	Mar-2026	Trend	What better looks like
AW06	Percentage of relevant safety work undertaken within 5 working days at the end of the investigation, if the investigation relates to a significant damp and mould hazard	100.0%	98.8%	88.9%		High
Repairs, maintenance and planned improvements						
RR03	Percentage of non-emergency responsive repairs completed within the landlord's target timescale	97.3%	97.2%	98.9%		High
RR04	Percentage of emergency responsive repairs completed within the landlord's target timescale	99.4%	99.4%	99.2%		High
Neighbourhood and community standard						
Anti-social behaviour and hate incidents						
AS03	Number of anti-social behaviour cases opened	39	46	40		N/A
AS05	Number of anti-social behaviour cases that involve hate incidents opened	0	1	1		N/A
Tenancy standard						
Allocations and lettings						
AL01	Number of households on the housing waiting list	3589	3625	3753		N/A
EP01	Average number of calendar days to re-let standard void (empty homes), excluding properties held empty for operational reasons	84.0	67.5	57.8		Low

Ref	Performance Indicator	Jan-2026	Feb-2026	Mar-2026	Trend	What better looks like
Transparency, influence and accountability standard						
Complaints						
CM17	Percentage of all (OCC and ODS) Stage 1 complaints due within the reporting month that were responded to within the Housing Ombudsman's Complaint Handling Code timescales	73.2%	82.4%	81.0%		High
	Percentage of Oxford City Council (OCC) Stage 1 complaints due within the reporting month that were responded to within the Housing Ombudsman's Complaint Handling Code timescales	92.0%	97.1%	96.9%		High
	Percentage of Oxford Direct Services (ODS) Stage 1 complaints due within the reporting month that were responded to within the Housing Ombudsman's Complaint Handling Code timescales	43.8%	52.9%	30.0%		High
CM18	Percentage of all (OCC and ODS) Stage 2 complaints due within the reporting month that were responded to within the Housing Ombudsman's Complaint Handling Code timescales	30.0%	83.3%	100.0%		High
	Percentage of Oxford City Council (OCC) Stage 2 complaints due within the reporting month that were responded to within the Housing Ombudsman's Complaint Handling Code timescales	33.3%	83.3%	100.0%		High
	Percentage of Oxford Direct Services (ODS) Stage 2 complaints due within the reporting month that were responded to within the Housing Ombudsman's Complaint Handling Code timescales	0.0%	0.0%	100.0%		High
CM13	Number of cases determined (decided upon) by the Housing Ombudsman	1	1	1		N/A

Key

● Off Track

● On Track

N/A Not applicable