

# Housing Services Performance Report 2026-27



Reporting Period: 1 April 2026 to 30 April 2026

Ref	Performance indicator Description of what is being measured	Jan-2026	Feb-2026	Mar-2026	Apr-2026	Trend	What better looks like	Target
<b>Safety and quality standard</b>								
<b>Decency and Stock quality</b>								
SQ04 (TSM RP01)	Percentage of homes that do not meet the Decent Homes Standard	0.1%	0.1%	0.1%	1.7%		Low	2.0%
<b>Health and safety</b>								
HG01 (TSM BS01)	Percentage of homes for which all required gas safety checks have been carried out	100.0%	100.0%	100.0%	100.0%		High	100.0%
HF01 (TSM BS02)	Percentage of homes for which all required fire risk assessments have been carried out	100.0%	100.0%	100.0%	100.0%		High	100.0%
HF03	Number of overdue remedial actions from fire risk assessments	0	0	0	1		N/A	N/A
HA01 (TSM BS03)	Percentage of homes for which all required asbestos management surveys or re-inspections have been carried out	100.0%	100.0%	100.0%	100.0%		High	100.0%
HW01 (TSM BS04)	Percentage of homes for which all required legionella risk assessments have been carried out	100.0%	100.0%	100.0%	100.0%		High	100.0%
HW03	Number of overdue remedial actions from legionella risk assessments	0	0	0	0		N/A	N/A
HL01 (TSM BS05)	Percentage of homes for which all required communal passenger lift safety checks have been carried out	77.9%	94.0%	100.0%	100.0%		High	100.0%
HL03	Number of overdue remedial actions from communal passenger lift safety checks	81	98	70	67		N/A	N/A
HE01	Percentage of homes for which all required electrical safety checks have been carried out	99.7%	99.5%	98.8%	99.2%		High	100.0%
HE03	Number of overdue remedial actions from electrical safety checks	304	0	0	304		N/A	N/A

Ref	Performance indicator Description of what is being measured	Jan-2026	Feb-2026	Mar-2026	Apr-2026	Trend	What better looks like	Target
<b>Damp and Mould</b>								
AW01	Number of potential emergency damp and mould hazards reported	41	29	18	7		N/A	N/A
AW02	Number of potential significant damp and mould hazards reported	80	83	102	58		N/A	N/A
AW03	Percentage of potential emergency damp and mould hazards investigated and safety works completed within 24 hours of becoming aware of the hazard	100.0%	89.7%	100.0%	85.7%		High	95.0%
AW04	Percentage of potential significant damp and mould hazards investigated within 10 working days of becoming aware of the hazard	16.3%	66.3%	64.7%	98.3%		High	100.0%
AW05	Percentage of written summary of findings sent out within 3 working days of the end of the investigation	N/A	N/A	N/A	98.8%		High	100.0%
AW06	Percentage of relevant safety work undertaken within 5 working days at the end of the investigation for potential significant damp and mould hazard cases	100.0%	98.8%	73.5%	150.0%		High	95.0%
AW07	Percentage of supplementary preventative works completed within 12 weeks time period	N/A	N/A	N/A	47.1%		N/A	N/A
<b>Repairs, maintenance and planned improvements</b>								
RR03 (TSM RP02)	Percentage of non-emergency responsive repairs completed within the landlord's target timescale	97.3%	97.2%	98.9%	94.9%		High	90.0%
RR04 (TSM RP02)	Percentage of emergency responsive repairs completed within the landlord's target timescale	99.4%	99.4%	99.2%	99.9%		High	95.0%
<b>Neighbourhood and community standard</b>								
AS02	Number of anti-social behaviour cases opened	39	46	40	32		N/A	N/A
AS04	Number of anti-social behaviour cases that involve hate incidents opened	0	1	1	0		N/A	N/A
<b>Tenancy standard</b>								
<b>Allocations and lettings</b>								
AL01	Number of households on the housing waiting list	3589	3625	3753	3969		N/A	N/A

Ref	Performance indicator Description of what is being measured	Jan-2026	Feb-2026	Mar-2026	Apr-2026	Trend	What better looks like	Target
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	52.8		Low	35

## 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%	73.3%		High	100.0%
	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%	100.0%		High	100.0%
	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%	0.0%		High	100.0%
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%	94.1%		High	100.0%
	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%	94.1%		High	100.0%
	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%	N/A		High	100.0%
CM13	Number of cases determined (decided upon) by the Housing Ombudsman	1	1	1	0		N/A	N/A

#### Key

● Off Track

● On Track

N/A Not applicable

Note: RAG status has been applied from April 2026, in line with targets set for the financial year 2026-27.