Housing Services Performance Exceptions Report

Reporting Period: 1 May 2026 to 31 May 2026

OXFORD CITY COUNCIL

Lift safety

Ref	Performance indicator	Jan-2026	Feb-2026	Mar-2026	Apr-26	May-26
HL01	Percentage of homes for which all required communal passenger lift safety checks have been carried out	77.9%	94.0%	100.0%	100.0%	98.0%
HL03	Number of overdue remedial actions from communal passenger lift safety checks	81	98	70	67	33

One property is currently under warranty and has now been added to the contractor's lift inspection programme.

Electrical safety

Ref	Performance indicator	Jan-2026	Feb-2026	Mar-2026	Apr-26	May-26
HE01	Percentage of homes for which all required electrical safety checks have been carried out	99.7%	99.5%	98.8%	99.2%	99.7%
HE03	Number of overdue remedial actions from electrical safety checks	Data is under review at the time of reporting				

Electrical safety performance improved during May 2026, with compliance increasing from 99.2% to 99.7%. There are 88 properties without a recorded Electrical Installation Condition Report (EICR). The remaining cases are primarily attributable to no-access situations, ongoing rewiring programmes and a small number of records progressing through routine certificate processing and data updates.

Activity remains focused on obtaining and uploading outstanding certificates where inspections have been completed, prioritising overdue EICRs which are mainly attributed to no-access. Remedial works identified through inspections continue to be completed in accordance with the level of risk identified.

Damp and mould

Ref	Performance indicator	Jan-2026	Feb-2026	Mar-2026	Apr-26	May-26
AW01	Number of potential emergency damp and mould hazards reported	41	29	18	7	4
AW02	Number of potential significant damp and mould hazards reported	80	83	102	58	38
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%	75.0%
AW04	Percentage of potential significant damp and mould hazards investigated within 10 working days of becoming aware of the hazard	0.0%	0.0%	0.0%	98.3%	68.4%
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%	64.3%
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	0.0%	0.0%	0.0%	150.0%	105.3%
AW07	Percentage of supplementary preventative works completed within 12 weeks time period	N/A	N/A	N/A	47.1%	42.3%

Damp and mould activity reduced during May 2026, with emergency cases decreasing from seven to four and significant cases reducing from 58 to 38. The lower-case volumes mean that individual cases have a proportionately greater impact on percentage based performance indicators. In May 2026, one emergency case requiring access was not completed within the required timescale, resulting in compliance of 75.0%.

Performance against the investigation and written summary indicators was also affected by a combination of cases that remained within their reporting timescales and a small number of no-access properties. Of the 12 significant investigations reported outside target, six were not yet due for completion, four were awaiting access and only two were completed outside the required timescale. Regular attempts continue to be made to contact residents and progress outstanding cases through the Council's agreed no-access procedures.

The number of completed damp and mould treatments continued to exceed the number of new treatments required, reflecting both initial treatments following inspection and additional treatments where mould reoccurred prior to permanent remedial works being completed. Recovery activity remains focused on reducing the historic repairs backlog whilst maintaining timely responses to new reports, with strengthened case management and monitoring arrangements continuing to support service improvement.

Allocations and lettings

Ref	Performance indicator	Jan-2026	Feb-2026	Mar-2026	Apr-26	May-26
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	57.4

Average re-let times increased slightly during May 2026 from 52.8 days to 57.4 days. Whilst this represents an increase, performance continues to remain improved compared with the start of the year, reducing from 84.0 days in January 2026 to 57.4 days in May 2026.

The programme of improvement continues through the dedicated Voids Task and Finish Group. Work to redesign the end-to-end void process remains ongoing, with opportunities being implemented to improve accountability, streamline workflows and reduce avoidable delays. During July 2026, pre-termination visits have been introduced to enable earlier planning and preparation before properties become vacant, supporting further reductions in re-let times. Alongside the implementation of the new Voids Policy and Void Standard, these improvements provide a strengthened framework for continued performance improvement and greater consistency across the void lifecycle.

Complaints

Ref	Performance indicator	Jan-2026	Feb-2026	Mar-2026	Apr-26	May-26
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%	Data is under review
	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%	93.8%
	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%	Data is under review
CM18	Percentage of all 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%	90.0%

Stage one complaints data is currently under review.

Of the 10 Stage 2 complaints due in May 2026, the Council responded to nine within the required timescales. One complaint was responded to late as it was not logged upon receipt by the Council's Contact Centre. This complaint has now been responded to.

Seven complaints submitted by residents through web forms that were due in May 2026 were not logged by the Council's Contact Centre onto the housing management system (QL) and, as a result, were not received by the Complaints Team. Upon identification of these complaints in June 2026, an immediate recovery plan was implemented and all outstanding responses were issued by the end of June 2026. The Council's Contact Centre has since strengthened its governance arrangements, including enhanced audit trails and improved monitoring of complaint logging processes, to reduce the risk of recurrence.