Housing Services Performance Report

Reporting Period: 1 August 2026 to 31 August 2026

OXFORD CITY COUNCIL

Ref	Performance indicator Description of what is being measured	Jan-2026	Feb-2026	Mar-2026	Apr-2026	May-2026	Jun-2026	Jul-2026	Aug-2026	Trend	What better looks like	Target
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%	1.7%	1.4%	1.5%	1.1%	1.2%		Low	2.0%
Health and safety												
HG01	Percentage of homes for which all required gas safety checks have been carried out	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%		High	100.0%
HF01	Percentage of homes for which all required fire risk assessments have been carried out	100.0%	100.0%	100.0%	100.0%	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	19	6	22	29		N/A	N/A
HA01	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%	100.0%	100.0%	100.0%	100.0%		High	100.0%
HW01	Percentage of homes for which all required legionella risk assessments have been carried out	100.0%	100.0%	100.0%	100.0%	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	0	0	0	0		N/A	N/A
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%	98.0%	100.0%	94.9%		High	100.0%
HL03	Number of overdue remedial actions from communal passenger lift safety checks	81	98	70	67	33	22	22	31		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%	99.7%	99.7%	99.6%	99.5%		High	100.0%
HE03a	Number of overdue remedial actions from electrical safety checks of high risk C1	Data is under review						0	0		N/A	N/A
HE03b	Number of overdue remedial actions from electrical safety checks of medium risk C2	Data is under review						49	88		N/A	N/A
Damp and mould												
AW01	Number of potential emergency damp and mould hazards reported	41	29	18	7	4	2	2	0		N/A	N/A
AW02	Number of potential significant damp and mould hazards reported	80	83	102	58	38	28	30	17		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%	75.0%	100.0%	-	-		High	95.0%
AW03a	Percentage of potential emergency damp and mould hazards investigated within 24 hours of becoming aware of the hazard	Replacing AW03 from July 2026						50.0%	100.0%		High	95.0%
AW03b	Percentage of potential emergency damp and mould hazards for which safety works completed within 24 hours of becoming aware of the hazard	Replacing AW03 from July 2026						100.0%	100.0%		High	95.0%
AW04	Percentage of potential significant damp and mould hazards investigated within 10 working days of becoming aware of the hazard	N/A	N/A	N/A	98.3%	68.4%	85.7%	83.3%	100.0%		High	100.0%
AW05	Percentage of written summary of findings sent out within 3 working days of the end of the investigation, for damp and mould hazard cases	N/A	N/A	N/A	98.8%	64.3%	78.8%	71.9%	100.0%		High	100.0%
AW06	Percentage of relevant safety work undertaken within 5 working days at the end of the investigation for potential significant hazard cases	N/A	N/A	N/A	150.0%	105.3%	117.9%	60.0%	88.9%		High	95.0%
AW07	Percentage of damp and mould supplementary preventative works that have been completed within the 12 week timeframe	N/A	N/A	N/A	47.1%	42.3%	121.8%	40.3%	34.5%		N/A	N/A

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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%	94.9%	96.5%	96.4%	93.2%	92.2%		High	90.0%
RR04	Percentage of emergency responsive repairs completed within the landlord's target timescale	99.4%	99.4%	99.2%	99.9%	100.0%	100.0%	100.0%	96.3%		High	95.0%
RR09	Number of disrepair claims received	Reporting commenced in October 2026							5		N/A	N/A
Neighbourhood and community standard												
AS02	Number of anti-social behaviour cases opened	39	46	40	32	33	30	30	40		N/A	N/A
AS04	Number of anti-social behaviour cases that involve hate incidents opened	0	1	1	0	1	1	0	0		N/A	N/A
Tenancy standard												
Allocations and lettings												
AL01	Number of households on the housing waiting list	3589	3625	3753	3969	3970	4010	4063	4065		N/A	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	52.8	57.4	86.5	86.3	72		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%	80.4%	94.3%	95.4%	84.1%		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%	96.9%	93.8%	100.0%	96.8%		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%	42.9%	95.2%	90.9%	53.8%		High	100.0%
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%	100.0%	100.0%	100.0%		High	100.0%
CM13	Number of cases determined (decided upon) by the Housing Ombudsman	1	1	1	0	0	0	2	1		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.