City of London Corporation Committee Report

Committee(s): Housing Management and Almshouses Sub Committee – For Information	**Dated:** 14 September 2026
Subject: Housing Performance Report Summary (April 2026 – July 2026)	**Public report:** For Information
This proposal: • **delivers Corporate Plan 2024-29 outcomes** • **provides statutory duties** • **provides business enabling functions**	This report supports the Corporate Plan outcome of Providing Excellent Services and supports statutory landlord duties, housing performance oversight and business enabling performance management functions.
Does this proposal require extra revenue and/or capital spending?	No
Report of:	Judith Finlay, Executive Director of Community and Children's Services
Report author:	Anna Donoghue, Information, Performance and Quality Assurance Manager

Summary

This report provides Members with a summary of housing performance for the period April 2026 to July 2026, drawing on the Housing Performance Dashboard and related operational performance updates. It is presented on an exception basis, focusing on the areas of greatest resident impact, Member interest, statutory assurance and service risk.

Overall, the Housing Service continues to maintain strong performance across a number of statutory and operational measures. However, pressures remain in repairs delivery and work in progress, communal repairs, void turnaround, complaints demand, disrepair, electrical compliance and income recovery. These areas are subject to ongoing management oversight through the Housing Improvement Board, Compliance Risk Register and relevant operational governance arrangements.

The report is presented for information and assurance. Detailed operational performance continues to be monitored by officers, with escalation through established governance arrangements where required.

Recommendation(s)

Members are asked to:

- Note the report.

Main Report

Background

1. The Housing Service monitors performance through a comprehensive performance dashboard covering key areas of service delivery, including statutory compliance, repairs and maintenance, tenancy management, complaints, disrepair, voids, income, resident involvement and estate services.

2. This summary report provides a Member-level update for April 2026 to July 2026. It follows the approach previously used for the Housing Performance Report, focusing on strategic risks, resident impact and assurance rather than detailed operational commentary.

3. Performance data is subject to ongoing validation. This is particularly relevant for repairs measures, where completion dates may be updated retrospectively following review, meaning cumulative year-to-date performance can differ from previously reported monthly figures.

Current Position

4. The following issues are highlighted on an exception basis because they present the most significant resident impact, compliance risk, operational pressure or Member interest during the April to July 2026 reporting period.

Issue	Key Position / Why it Matters
Repairs Performance, Work in Progress and Service Desk Capacity	Emergency repairs performance improved to 98% in July, following lower reported performance earlier in the year. The cumulative year-to-date emergency repairs figure is 50%. The difference reflects data issues where completion dates are often backdated after validation; monthly reports are based on completion data available on the reporting date each month. Non-emergency repairs achieved 93.4% in July, with a cumulative year-to-date figure of 80%. Performance remains comparatively strong, although the cumulative position provides a more complete view following record validation. Repairs Work In Progress increased from 369 in April to 938 in July. The position is affected by contractor disruption and delays in updating TDK completion information into Civica CX and

	remains a key resident-facing operational risk. Communal emergency repairs reduced to 37.5% in July. Reviews identified issues including communal door entry/intercom failures, emergency categorisation and completion-recording anomalies. Repairs Service Desk demand increased from 810 calls in April to 1,020 in July. However, this is consistent with call volumes from the same period in 24/25. Calls answered within target reduced to 61.37%, below the 75% target, affected by the increase in call volume. Work continues with IT and the telephony provider to distinguish new repair requests from follow-up contacts.
Damp and Mould, Pre- and Post-Inspections	Pre-inspections completed within 10 working days improved from 33.3% in May to 88% in July, with 14 of 16 pre-inspections completed within target in July. Post-inspections completed within 10 working days improved from 50% in June to 88% in July, with 28 of 32 completed within target. Post-inspection pass rates reduced slightly to 84% in July, indicating that some completed works continued to require remedial follow-up. No damp and mould hazard works were recorded as completed in June or July. This should be interpreted with caution because TDK completion information is updated manually and can lag behind operational delivery. Processes to improve the timeliness of completion updates are being actively explored and will be implemented wherever practicable.
Voids and Average Re-Let Times	Average re-let times remain above sector benchmarks. Performance improved from 224 days in April to 138.6 days in June, before increasing to 151 days in July. The July position was influenced by older voids reaching completion, including cases originally started by Chigwell and then paused. The Civica CX Voids Module went live in April 2026 and a manual tracker remains in place to support visibility across the key-to-key process. Dedicated voids resources and contractor arrangements are expected to improve oversight and throughput.
Decent Homes	The proportion of homes meeting the Decent Homes Standard remained at 83.75% during the reporting period. Previous data quality issues identified in the 2024/25 submission have been corrected. The Stock Condition Survey

	data is being uploaded into Keystone. No material change is expected until the Stock Condition Survey data has been loaded, validated and analysed.
Tenancy Management and ASB	Introductory tenancy visit compliance was strong, achieving 100% in April, June and July, with a temporary reduction to 80% in May due to low volumes and a single delayed visit. New ASB cases reduced from 19 in June to 7 in July, with five cases closed during July. The June spike was largely driven by 15 verbal abuse incidents, with operational reports also identifying nuisance behaviour, youths congregating in communal areas and on rooftops, allegations of drug-related activity and other disruptive behaviour. ASB cases continue to be monitored through Civica CX, routine audits and management oversight. No hate crimes were recorded in April to July 2026.
Electrical Safety	Domestic EICR compliance stood at 91% in July. The remaining tests are largely subject to no-access processes, including resident correspondence and potential NOSP proceedings where required. Additional Wates Impact data is being reviewed and cross-referenced against outstanding property lists. Communal EICR compliance was 42%. The position is affected by Major Works electrical upgrade programmes, required to achieve full compliance. Risks associated with non-compliance and suitable mitigations are reviewed at Housing Improvement Board. Block testing is up to date and future testing is incorporated into the new gas and electrical servicing contract with an estimated contract start in 2026.
Income and Arrears	Rent collection remains broadly stable and is monitored against the 100% target and the agreed 2% operational tolerance. Current tenant arrears increased from £392.7k in April to £477.9k in June before reducing to £468.5k in July. Households in more than four weeks arrears increased from 7% in April to 12% in June before reducing to 10% in July. The Income Team has advised that this was largely driven by new rent accounts for newly-let homes and new developments rather than deterioration in collection performance among existing tenants. Former tenant arrears increased to £265.9k in July. Parking and shed arrears also increased between April and July. CX arrears modules and automated letters remain key mitigations for improving contact and recovery activity.
Complaints	Tenant Stage 1 complaints increased from 21 in April to 32 in July, while Stage 2 complaints increased from 6 to 11 over the

	same period. Repairs and Housing Management continue to generate the highest number of complaints, reflecting ongoing operational pressures and resident dissatisfaction in these service areas. Statutory complaint compliance remained at 100% for both Stage 1 and Stage 2 complaints in July. Improvements continue to focus on reducing avoidable escalation, lessons learned and investigator training.
Disrepair	Open disrepair claims increased from 31 in April to 36 in July. Not all open cases relate to outstanding works, as cases can remain open due to legal processes, outstanding invoices or cost settlement. Cases settled but awaiting works or payment of legal costs increased from 14 in June to 16 in July. Settlement values increased from £450 in June to £5,000 in July. Regular monitoring takes place through meetings with Property Services and Legal Services. Live disrepair case lists are shared with the Property Services Helpdesk so that disrepair flags can be placed on relevant tenant records.
Estate Services	Monthly fire box checks remained consistently high at 98% in June and July. Performance is sensitive to low inspection volumes, where a small number of missed inspections can affect reported percentages. Monthly internal inspections remained strong at 98% in June and July. Average internal inspection scores reduced marginally from 81% in June to 80% in July. Performance continues to be monitored through team meetings, 1:1s and targeted engagement with staff on data input accuracy.

Key Data

- Emergency repairs: **98%** completed in timescale in July; cumulative year-to-date figure **50%**.
- Non-emergency repairs: **93.4%** completed in timescale in July; cumulative year-to-date figure **80%**.
- Repairs WIP: **938** at the end of July.
- Communal emergency repairs: **37.5%** completed in timescale in July.
- Repairs Service Desk: **1,020** calls received in July; **61.37%** answered within target.
- Average re-let time: **151 days** in July.
- Domestic EICR compliance: **91%**; communal EICR compliance: **42%**.
- Current tenant arrears: **£468.5k** in July; households in more than four weeks arrears **10%**.

- Stage 1 tenant complaints: **32** in July; Stage 2 tenant complaints: **11** in July.
- Open disrepair claims: **36** at the end of July.

Corporate & Strategic Implications –

Strategic implications – This report supports the Corporate Plan 2024–2029 outcome of Providing Excellent Services by enabling Member oversight of housing performance, statutory compliance and service improvement activity.

Financial implications - There are no additional financial implications arising directly from this report. Performance issues identified, including disrepair, arrears and repairs backlogs, continue to be managed within existing Housing Revenue Account resources and existing governance arrangements.

Legal implications - The report provides assurance in relation to statutory housing obligations, including electrical safety, gas safety, complaints handling, damp and mould management and wider landlord compliance responsibilities.

Risk implications - Key risks relate to repairs WIP, communal emergency repairs, void turnaround, electrical compliance, arrears, complaints and disrepair. These are actively monitored through officer governance and service improvement arrangements.

Conclusion

5. This report provides Members with an exception-based summary of housing performance for April to July 2026. It confirms that many areas of statutory and operational compliance remain stable, while identifying continued pressures in repairs, voids, complaints, disrepair, electrical compliance and arrears.

6. The areas highlighted are subject to active management oversight, data validation and targeted improvement activity. Members are asked to note the report and the ongoing actions being taken to improve performance, strengthen assurance and support better outcomes for residents.

Appendices

- Appendix 1 – Housing Performance Dashboard Summary (April 2026 – July 2026).

Anna Donoghue
Information, Performance and Quality Assurance Manager
T: 020 3834 8967
E: anna.donoghue@cityoflondon.gov.uk