

Housing Regulatory Performance Framework 2025/26



North Kesteven
DISTRICT COUNCIL

Housing Regulatory Performance Framework

| Performance Indicator | Responsible Officer | Reporting Frequency | 2024/25 Target | 2025/26 Target |
|---|-------------------------|---------------------|----------------|----------------|
| HP001 - % of tenants satisfied with the landlord services provided by the Council | Housing Quality Manager | Annual | 75% | 85% |
| HP002 - % of tenants who have received a repair in the last 12 months, who are satisfied with the overall repairs service | Housing Quality Manager | Annual | 71% | 85% |
| HP003 - % of tenants who have received a repair in the last 12 months, who are satisfied with time taken to complete their most recent repair | Housing Quality Manager | Annual | 68% | 80% |
| HP004 - % of tenants who are satisfied that their home is well maintained | Housing Quality Manager | Annual | 72% | 80% |
| HP005 - % of tenants who are satisfied that their home is safe | Housing Quality Manager | Annual | 85% | 85% |
| HP006 - % of tenants who are satisfied that the Council's landlord service listens to their views, and acts upon them | Housing Quality Manager | Annual | 60% | 70% |
| HP007 - % of tenants satisfied that the Council's landlord service keeps them updated about things that matter to them | Housing Quality Manager | Annual | 70% | 80% |
| HP008 - % of tenants satisfied that the Council's landlord service treats them fairly and with respect | Housing Quality Manager | Annual | 76% | 80% |
| HP009 - % of tenants who have made a complaint in the last 12 months, who are satisfied with the Council's approach to complaint handling | Housing Quality Manager | Annual | 35% | 45% |

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| HP010 - % of tenants who have communal areas who are satisfied that the Council's landlord service keeps communal areas clean and well maintained | Housing Quality Manager | Annual | 66% | 70% |
| HP011 - % of tenants satisfied that the Council's landlord service makes a positive contribution to the neighbourhood | Housing Quality Manager | Annual | 60% | 68% |
| HP012 - % of tenants satisfied with the Council's approach to handling anti-social behaviour | Housing Quality Manager | Annual | 55% | 60% |
| HP013 - Number of Stage 1 complaints received per 1000 homes (landlord services only) | Assistant Director of H&PS | Quarter | 32.9 | 39.7 |
| HP014 - Number of Stage 2 complaints received per 1000 homes (landlord services only) | Assistant Director of H&PS | Quarter | 8 | 8 |
| HP015 - % of Stage 1 complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales (landlord services only) | Assistant Director of H&PS | Quarter | 80% | 89% |
| HP016 - % of Stage 2 complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales (landlord services only) | Assistant Director of H&PS | Quarter | 86% | 92% |
| HP017 - Number of ASB cases opened per 1000 homes (landlord services only) | Housing Services Manager | Quarter | 37 | 31.52 |
| HP018 - Number of ASB cases involving hate incidents opened per 1000 homes (landlord services only) | Housing Services Manager | Quarter | 2 | 0.52 |

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| HP019 - % of homes that do not meet the Decent Homes Standard | Property Services Manager | Quarter | 1.5% | 1% |
| HP020 - % of non-emergency repairs completed within the target timescale | Property Services Manager | Quarter | 85% | 85% |
| HP021 - % of emergency repairs completed within the target timescale | Property Services Manager | Quarter | 100% | 100% |
| HP022 - % of homes for which all required gas safety checks have been carried out | Property Services Manager | Quarter | 100% | 100% |
| HP023 - % of homes for which all required fire risk assessments have been carried out | Property Services Manager | Quarter | 100% | 100% |
| HP024 - % of homes for which all required asbestos management surveys or re-inspections have been carried out | Property Services Manager | Quarter | 100% | 100% |
| HP025 - % of homes for which all required legionella risk assessments have been carried out | Property Services Manager | Quarter | 100% | 100% |
| HP026 - % of homes for which all required communal passenger lift safety checks have been carried out | Property Services Manager | Quarter | 100% | 100% |
| HP027 - % of homes for which all required electrical safety checks have been carried out | Property Services Manager | Quarter | 98% | 99.01% |