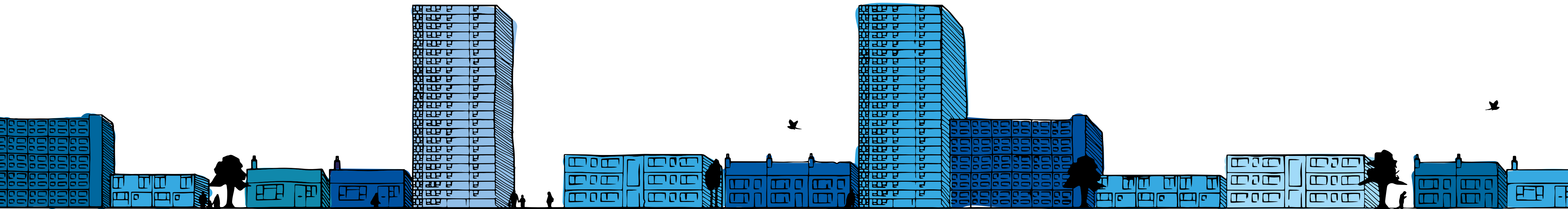


Portsmouth Homes Performance Measures



How we're doing and why it matters

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We know your home and neighbourhood matter to you, and we believe it's important to be open and honest about how we are doing as your landlord.

This page brings together clear information about the services residents told us matter most, such as repairs, safety, neighbourhood services, and how we respond when things go wrong. It is designed to help you understand what's working well, where we're keeping a close eye on things, and where improvement is needed.

We created this page with residents, using feedback from recent workshops. You told us you wanted information that is:

- easy to understand
- focused on real-life experiences
- honest, without being alarming
- clear about whether things are improving

That's exactly what this page is for.

Sharing this information is an important part of our relationship with you. It helps build trust, shows accountability, and allows you to see how your feedback, complaints and involvement are shaping our services.

What the colours mean

As you read through the information on this page, you'll see colours used to show how services are performing. This is called a RAG rating, which stands for Red, Amber and Green. It's a simple way to understand performance at a glance.

Good – things are working as expected.

Being monitored – we're keeping a close eye on this and taking action where needed.

Needs improvement – performance isn't where it should be and we're working to improve it.

No colour - no RAG rating applies as this is a demand-led indicator that reflects resident need and service approaches, rather than a measure of Portsmouth Homes performance.

These colours are not used to blame or judge. They are there to give you a clear picture of how things are going and where we're focusing our efforts.

Quarter 1 is 1 April – 30 June

Quarter 2 is 1 July – 30 September

Quarter 3 is 1 October – 31 December

Quarter 4 is 1 January – 31 March



Repairs and Maintenance

Measure		Jan - March 2026 (Q4)	April - June 2026 (Q1)	July - Sept 2026 (Q2)	Oct - Dec 2026 (Q3)	Jan - March 2027 (Q4)	Current RAG
Emergency repairs completed within 24 hours (%)		97.68	98.70				Good
Urgent repairs completed within 3 working days (%)		95.32	95.10				Good
Routine repairs completes within 20 working days (%)		85.01	95.12				Good
Repair fixed first time (%):	Comserv	89.98	92.5				Good
	Mountjoy	93.4	95.66				Good
	Sureserve		95				Good
Resident satisfaction with repairs (%):	Comserv	9.59	9.6				Good
	Mountjoy	9.58	9.42				Good
	Sureserve		9.3				Good
Number of overdue routine repairs		439	332				Being monitored

Comments:

Measure	Jan - March 2026 (Q4)	April - June 2026 (Q1)	July - Sept 2026 (Q2)	Oct - Dec 2026 (Q3)	Jan - March 2027 (Q4)	RAG
Gas safety checks completed annually (%) Target is 100%	98.15	96.10				Needs improvement
Electrical safety checks completed within last 5 years (%) Target is 100%	96.48	97.12				Being monitored
Fire risk assessments completed within last 3 years (%) Target is 100%	100	100				Good
Dwellings with smoke detectors (%) Target is 100%	99.99	99.99				Being monitored
Dwellings with carbon monoxide detectors (%) Target is 100%	99.91	99.85				Being monitored
Homes meeting full Decent Homes Standard (%) Target is 100%	52.94	67.32				Needs improvement
Damp & mould cases responded to within timescales (%)	64.09	66.42				Needs improvement

Comments:

Gas safety checks have fallen this quarter. This was expected because we changed contractor on 1 April 2026, from Liberty to Sureserve. We completed 3,245 gas services in Q1 and are working with Sureserve to improve performance.

The Gas and Electric Panel checks progress regularly. Teams are focusing on the oldest overdue homes and using the Working Together policy to help resolve access issues.

Electrical safety checks are improving, but we are still watching this closely. All new tenancies now have a 5-year electrical safety check.

The Gas and Electric Panel also checks progress with electrical safety checks and makes sure teams take every chance to gain access to homes.

Mountjoy, Comserv and housing teams are working together on homes where access has been difficult. The number of homes with up-to-date checks is increasing.

Smoke detectors:
99.99% of homes are compliant. One home is waiting for a smoke detector, which will be fitted as part of the empty home works.

Carbon monoxide:
This measure is stable.

The only homes still waiting for carbon monoxide alarms are empty homes or homes we have recently bought back. Alarms will be fitted as part of the empty home works.

Decent Homes:

We are currently in the process of undertaking stock condition surveys to 100% of our stock to validate Decent Homes compliance. As these surveys are completed we anticipate the number of homes that meet the Decent Homes Standard to increase significantly.

Damp & mould:
Our current damp and mould policy goes beyond the legal requirements introduced via Awaabs Law. We received high levels of damp and mould cases in February and March 2026 that has impacted performance and had a knock-on impact into Q1. We are currently reviewing our damp and mould policy and associated processes to improve performance.



Measure	Jan - March 2026 (Q4)	April - June 2026 (Q1)	July - Sept 2026 (Q2)	Oct - Dec 2026 (Q3)	Jan - March 2027 (Q4)	RAG
Number of ASB cases reported	503	524				
ASB cases closed during the quarter	209	57				
Resident satisfaction with ASB handling (%)	76%	67.20%				Good
Number of ASB cases reviewed	220	78				Good

Comments:

We reviewed fewer ASB cases than in Q4, but we are still meeting the agreed approach to review at least 10% of all ASB cases. Satisfaction is 67%. This is lower than last quarter, but still above the national average.

Measure	Jan - March 2026 (Q4)	April - June 2026 (Q1)	July - Sept 2026 (Q2)	Oct - Dec 2026 (Q3)	Jan - March 2027 (Q4)	RAG
Number of Stage 1 complaints received	135	126				
Stage 1 complaints responded to within timescales (%) Target is 100%	98.91%	98.08%				Being monitored
Number of Stage 2 complaints received	27	17				
Stage 2 complaints responded to within timescales (%) Target is 100%	100%	100%				Good
Compliments received	18	15				

Ombudsman findings:

In Q1, we had one Housing Ombudsman decision. The case was about reports of antisocial behaviour and complaint handling from 2023, before the new Complaint Handling Code came in. The Ombudsman found that we should have kept better records, completed risk checks, finished agreed works sooner and shown more clearly what follow-up action we had taken.

What we were required to do:

We sent a written apology and paid £150 compensation.

What we learned:

Complaints this quarter show that we need to improve communication, contractor performance, repair delays and case ownership. Repairs is still the service residents complain about most.

We are focusing on:

- Keeping residents better informed.
- Making sure contractors do what they need to do.
- Acting sooner when repairs are not resolved, especially damp and mould, leaks and heating issues.
- Improving how we record and respond to complaints.

We are improving how repairs and complaints are owned, checked and followed up.

We are also sharing learning with teams so services can improve.

We will keep reviewing complaint themes root causes and checking that agreed actions are completed.

Supporting Tenancies and Residents

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This shows how we support residents to stay in their homes and access help when they need it.

Measure		Jan - March 2026 (Q4)	April - June 2026 (Q1)	July - Sept 2026 (Q2)	Oct - Dec 2026 (Q3)	Jan - March 2027 (Q4)	RAG
Tenancy Support							
No. of cases opened this quarter			40				Good
No. of contacts with tenants receiving tenancy support this quarter			709				Good
No. of cases closed this quarter			17				Good
Type of Tenancy Support provided	Lack of engagement with professionals		1				Good
	Management of complex needs		11				Good
	Property condition/hoarding		21				Good
	Unmet physical or mental health needs		6				Good
	Tenancy enforcement		1				Good
Money Advice							
No. of cases opened this quarter			143				Good
No. of contacts with tenants receiving money advice this quarter			1236				Good
Amount of benefit gain (£ one off)			£129,906.07				Good
Amount of benefit gain (£ weekly)			£2,619.30				Good
No. of cases closed this quarter			38				Good

Neighbourhood Services - keeping your neighbourhoods safe, clean and tidy

Measure	Jan - March 2026 (Q4)	April - June 2026 (Q1)	July - Sept 2026 (Q2)	Oct - Dec 2026 (Q3)	Jan - March 2027 (Q4)	RAG
Neighbourhood inspections completed as planned		99.9%				Good
Neighbourhood issues resolved within 7 days		96.0%				Good
Bulk waste issues resolved within 7 days		97.6%				Good
Communal area issues resolved within 7 days		90.0%				Good
Fire safety concerns addressed within 7 days		92.8%				Good
Neighbourhood repair issues resolved within 7 days		94.2%				Good

Comments:

How residents influence services

Measure	Jan - March 2026 (Q4)	April - June 2026 (Q1)	July - Sept 2026 (Q2)	Oct - Dec 2026 (Q3)	Jan - March 2027 (Q4)	RAG
Focus group attendees						
Resident Consortium	35	31				Good
Policies	12	35				Good
Neighbourhood Services	15	N/A				Good
Scrutiny	8	11				Good
House Talk	4	N/A				Good
Repairs	16	15				Good
Communications	12	N/A				Good
Rents	N/A	N/A				Good
Neighbourhood Walkabout	24	29				Good
How we communicate with you:						
Facebook Subscribers	759	851				Good
House Talk issues delivered	n/a	17,000				Good
E-newsletter subscribers	n/a	6,625				Good
Live consultation responses (at close)						
Estate improvements	768	63				Good
Repairs	n/a	100				Good
TSM	212	n/a				Good

Scrutiny meetings held this quarter:

The Complaints Scrutiny Panel met with the Customer Service Board to share its findings and recommendations. This included feedback on complaints, the website, communications and policy. The findings helped shape the improvement plan.

Comments:

Residents have continued to help shape our policies this quarter. We held one formal Policy Focus Group, and residents also gave feedback in other ways.

Their feedback helped us update the policies. Each policy includes a clear “You Said, We Did” summary, so residents can see how their views made a difference.

Your feedback matters

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This page isn't one way communication. We want to hear what you think.

If something here doesn't look right, if you want more explanation, or if there's something you think should be included in future updates, please let us know. Your views help us improve how we report on performance and how we deliver services.

Scan the QR code below to take part in our survey, or email **Housing.Engagement@portsmouthcc.gov.uk** with your comments.

Survey closes 31 October 2026.

