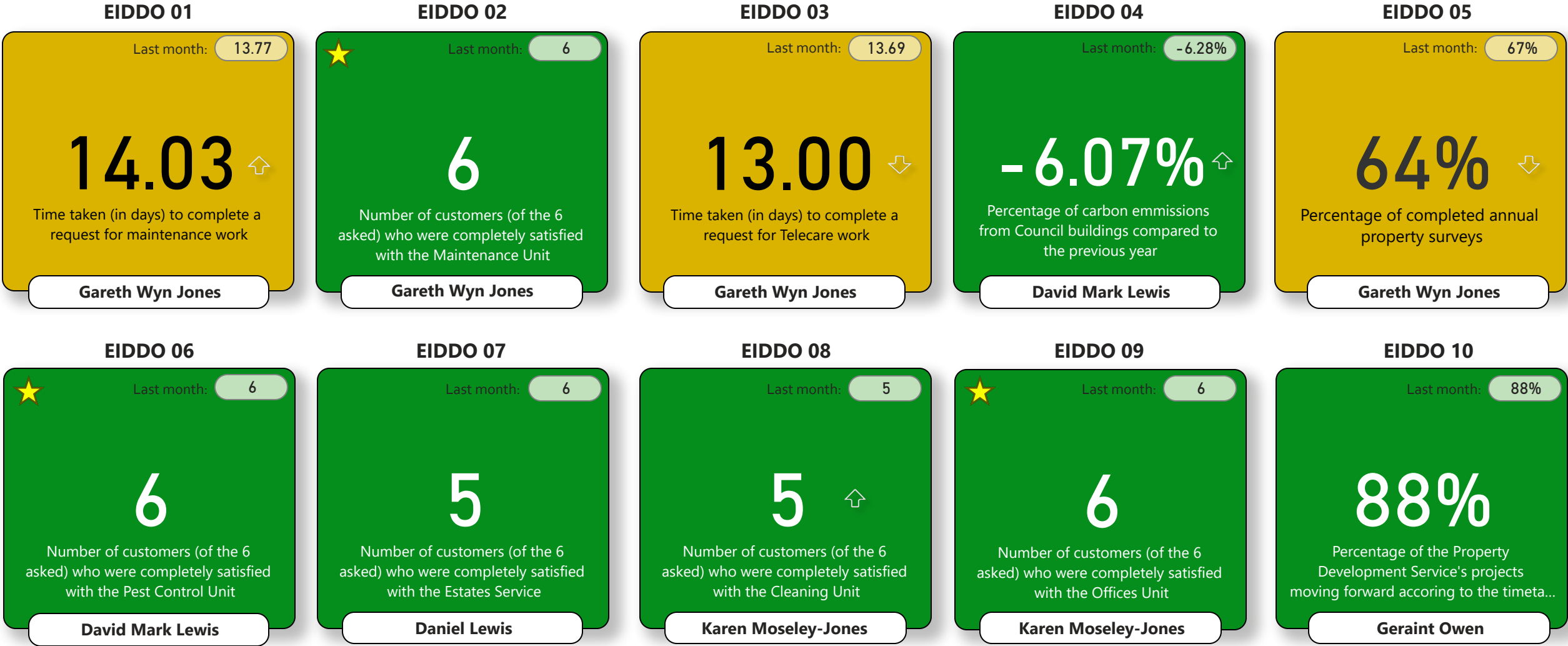


This month
09/2025

PERFORMANCE CHALLENGE AND SUPPORT - HOUSING AND PROPERTY MEASURES

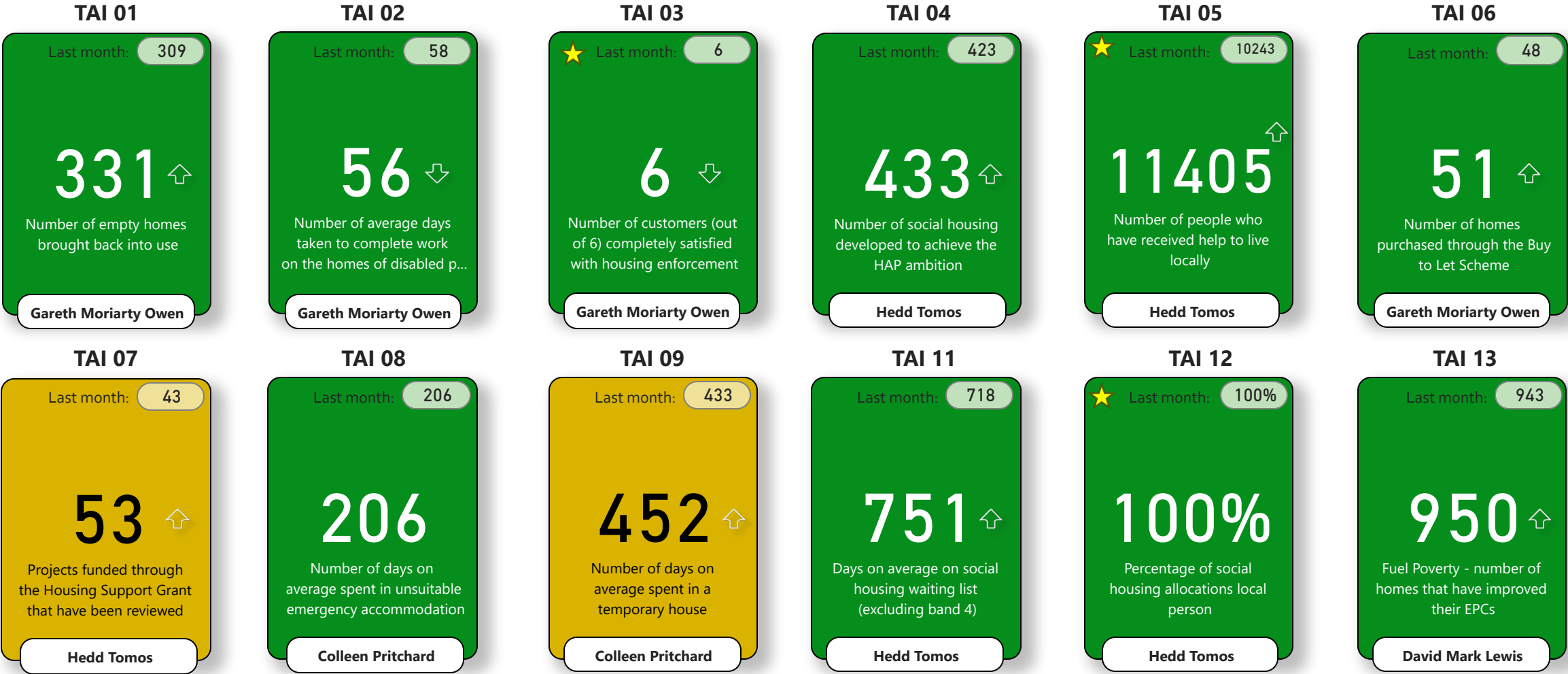
Previous month
08/2025



This month:
09/2025

PERFORMANCE CHALLENGE AND SUPPORT - HOUSING AND PROPERTY MEASURES

Previous month:
08/2025



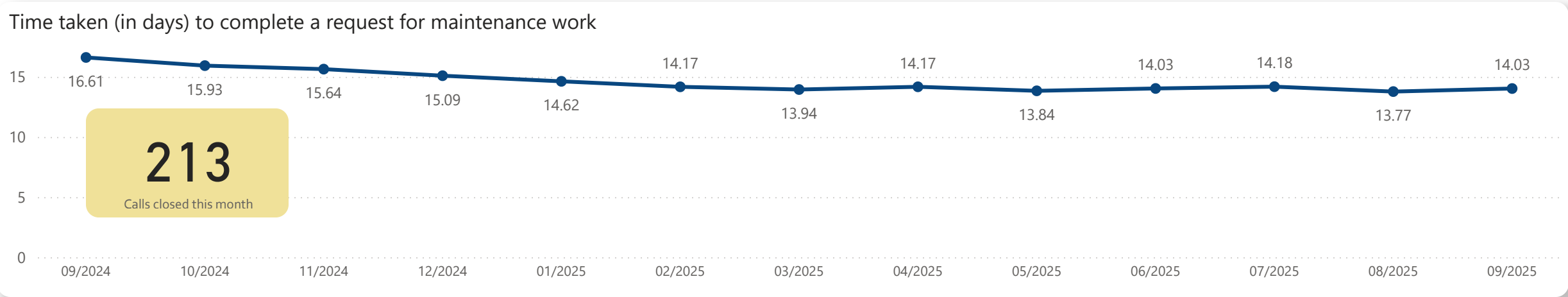
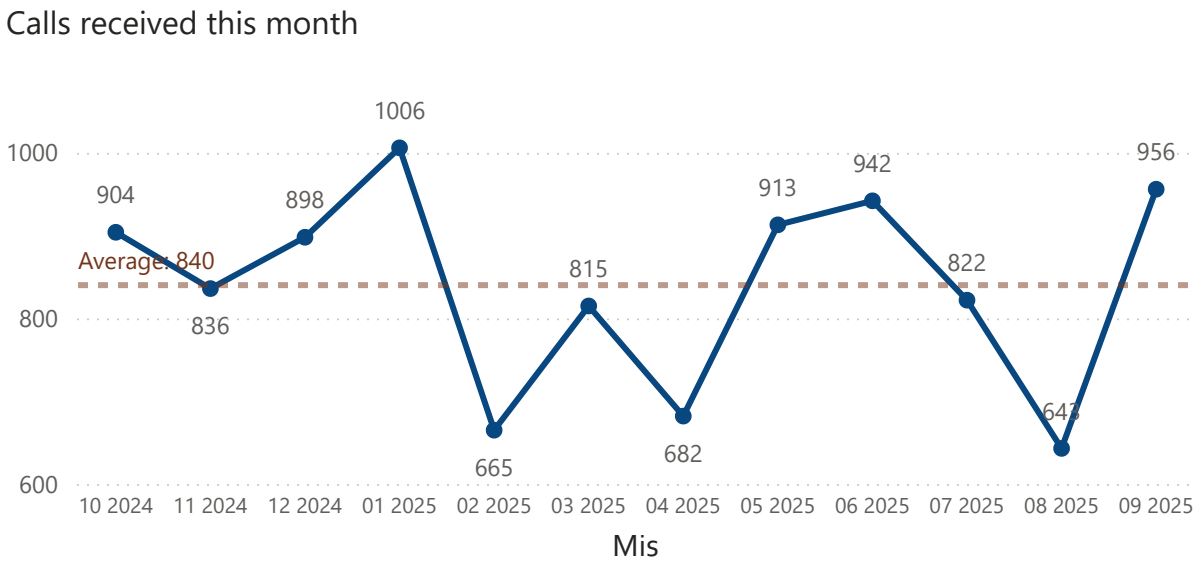
EIDDO 01: Maintenance Unit

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Measure: Time taken (in days) to complete a request for maintenance work

It is a matter of pride that the average days has reduced over the last 12 months and stabilised on approximately 14 days (average over the last 12 months of 14.80 days), and that whilst considering the broad variety of calls for work reaching the team. We believe that the team's performance is good and is doing what is important to our customers - and this is supported and reiterated in the Property 2 measure (Maintaining and Retaining Customer Satisfaction) where a score of 100% satisfaction is seen over the last 12 months.

Note that calls reduce during July and August, which is consistent with the summer period where school sites close and the weather is good. However, as usual the number of calls has significantly increased in September with schools reopening and the weather getting colder.



EIDDO 02: Maintenance Unit

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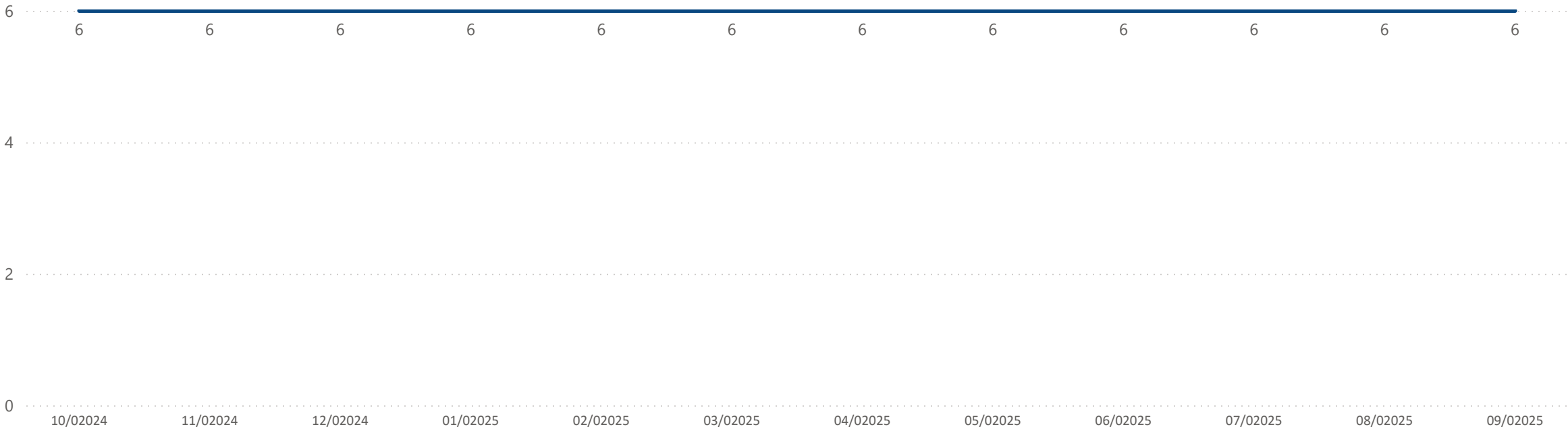
Measure: Number of customers (of the 6 asked) who were completely satisfied with the service they received from the Maintenance Unit

By asking for a score out of 10, we receive very good feedback from our customers and get to the root of their real opinion when they do not provide a full score.

Over the last quarter, the feedback has been very positive overall, and we are proud that everyone has given us a full score over the latest period. This is a summary of the comments:

- 1. "They responded to the call quickly and were able to sort it out on the day, everything is OK now." (10/10)
- 2. "Happy with the service, no complaints!" (10/10)
- 3. "Very happy with the work, has not been a problem since then either therefore I would give a 10/10 score." (10/10)

Number of customers (of the 6 asked) who were completely satisfied with the service they received from the Maintenance Unit



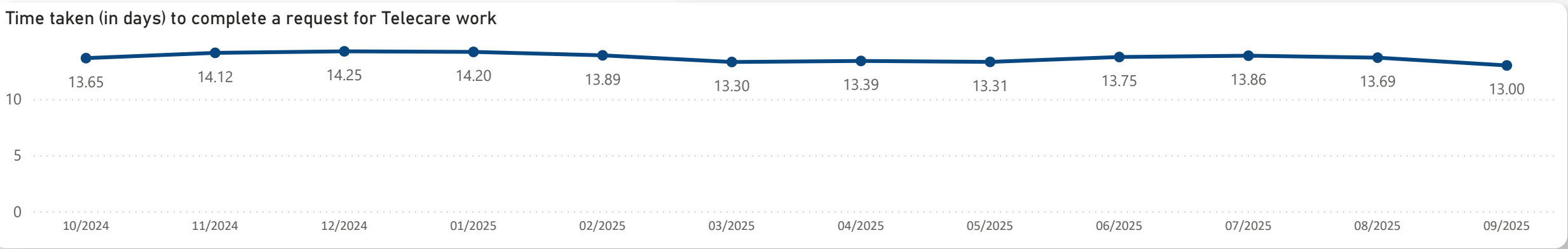
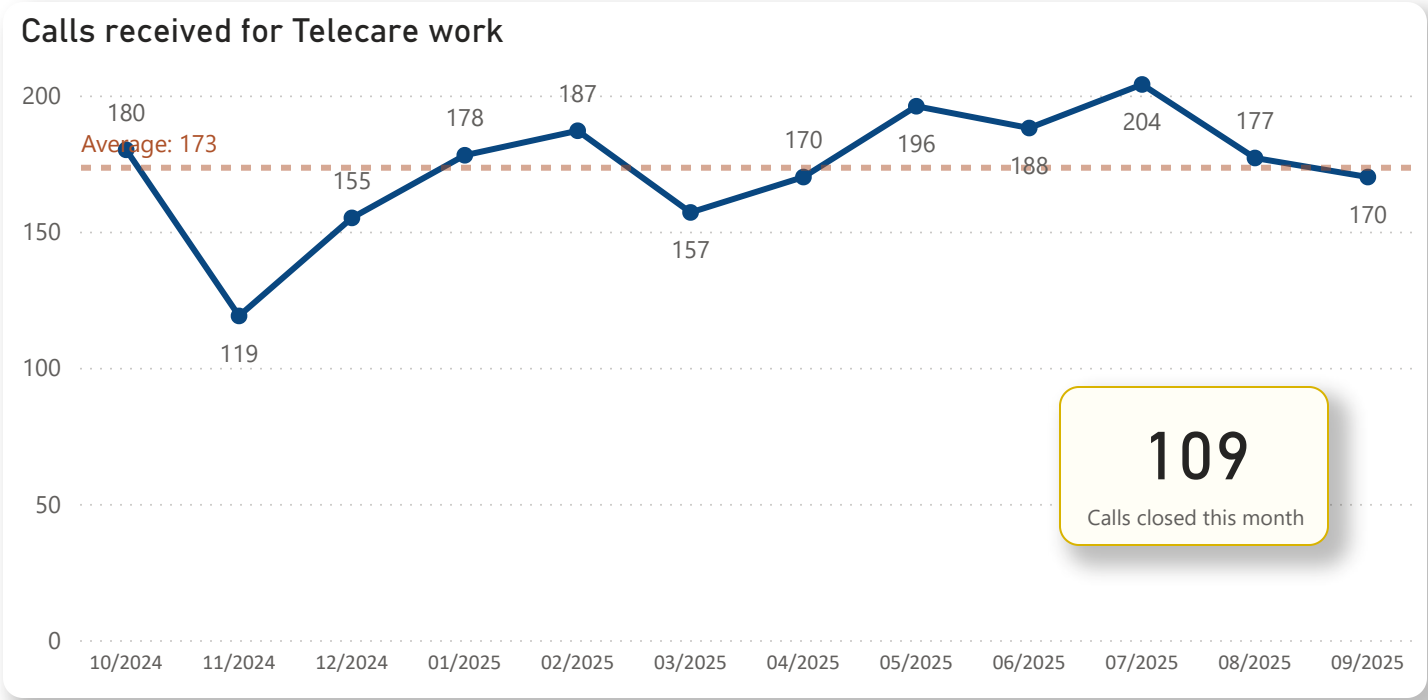
EIDDO 03: Maintenance Unit

Measure: Time taken (in days) to complete a request for Telecare work

The time taken to close a request for Telecare work had stabilised to approximately 13.65 days on average over the last 12 months.

As well as the day-to-day work, the team has also been working on digitising the Telecare tools over the last year. Of the 1,500 devices that individuals in Gwynedd have, approximately 1,200 have been converted, with the approximately 300 left to be converted between now and the end of the year.

The team has also been discussing with the Adults, Health and Well-being Department and the Adra housing association regarding transferring old equipment from Adra tenants to the new technology. As this would mean additional substantial work for the team, a request will be presented for additional resource to undertake the work.



EIDDO 04: Energy Conservation Unit

Measure: Percentage change in carbon emissions from Council buildings compared to the same time last year

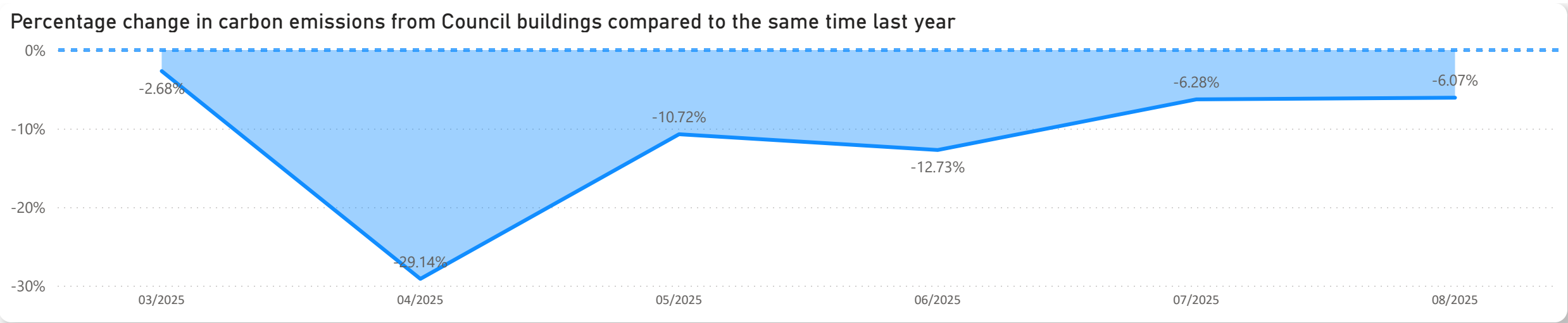
In general, the summer period is quite quiet in the context of energy use as schools are closed during this period, and a period where heating is off and so on. In terms of gas, the only use seen was to heat hot water. Trying to keep on top of the energy waste is essential during this period, by ensuring that the heating systems are turned off.

It was a very prosperous period in terms of electricity where solar production has borne fruit. There was a reduction every month (May-August) compared with 2024. Cumulatively, electricity use reduced -2% by 2024, which equates to -140,104kWh.

In terms of gas, a significant reduction was seen every month, with every month being >10% lower than 2024 (with the exception of July which was -5%) - this is as a result of the team's work to adapt the BMS' layouts and being cautious during the period. We often do not see as much of a reduction in gas levels during the summer, but due to the work of ensuring that there is no waste, we have managed to reduce our gas consumption over the period. Cumulatively, we are -10.38% (1,515,283)kWh compared with 2024.

Our Carbon Dioxide (kg/Co2) emissions were approximately 1400 tonnes less over the January-August period in 2025, compared with the same period in 2019, which equates to -26.69%. And compared with 2024, approximately 300 tonnes less over the same period which equates to -7.5%.

**Noder nad oes data ar gael ar gyfer Medi 2025 oherwydd oedi yn derbyn y data.*



EIDDO 05: Compliance Unit

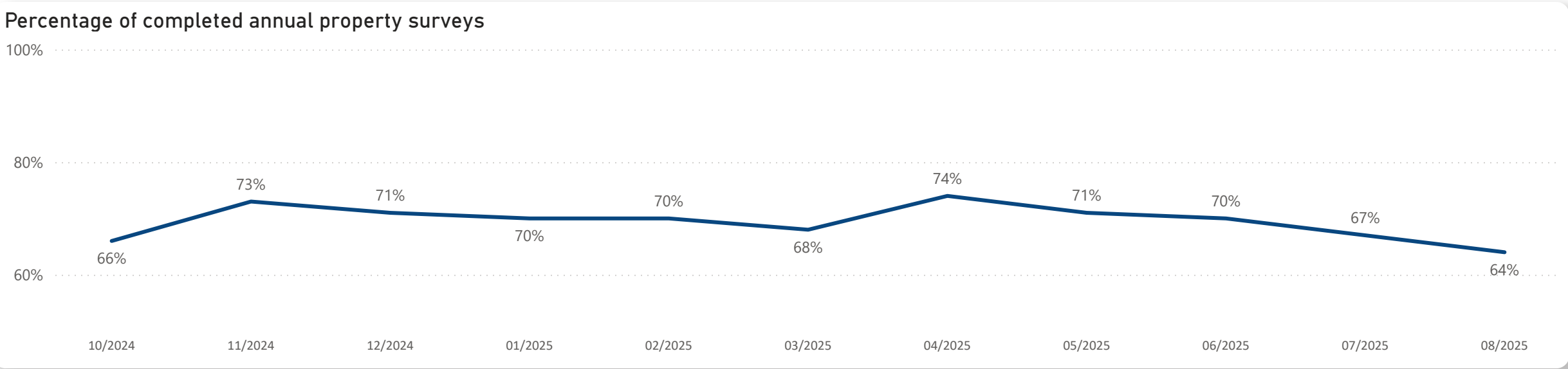
Measure: Percentage of completed annual property surveys

64% of property inspections have been completed by September 2025. This is equivalent to 233 inspections out of a total of 364.

This figure has seen a gradual reduction over the last few months, and that is because of several factors, including the fact that we were down one officer.

However, the most important inspections have been prioritised, such as fire inspections, and alternative arrangements have been put in place to deal with statutory inspections, e.g. asbestos inspections to ensure that the high-risk matters receive timely and appropriate attention to ensure that our buildings are safe for users.

Once again, we are facing a situation of a vacant post in the team, and we have advertised the post and are hoping to be able to interview soon. Note however that the post's training needs, and expertise, means that we see challenges when attempting to recruit a fully qualified person.



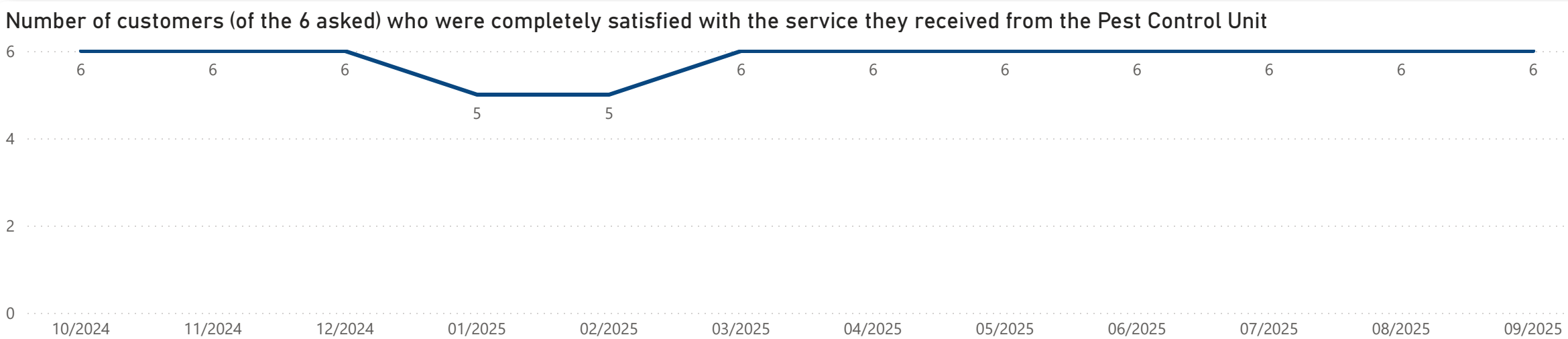
EIDDO 06: Pest Control Unit

Measure: Number of customers (of the 6 asked) who were completely satisfied with the service they received from the Pest Control Unit

The Pest Control Unit is a commercial service for the public and therefore it is vital that our customers believe that they receive an excellent service for what they are paying. We are therefore happy that this is a field where we consistently receive good feedback from our customers.

100% of those asked over the last two months are completely satisfied with the service, i.e. a score of 10/10 was given from all of them for the service. Some of the comments received have been included below:

- 1. "Ifan phoned and came out immediately." (10/10)
- 2. "Happy, have used the service on more than one occasion." (10/10)
- 3. "Very happy with the service" (10/10)
- 4. "10 - Very happy that Dan contacted him on the same day" (10/10)



EIDDO 07: Estates Service

Measure: Number of customers (of the 6 asked) who were completely satisfied with the service they received from the Estates Service

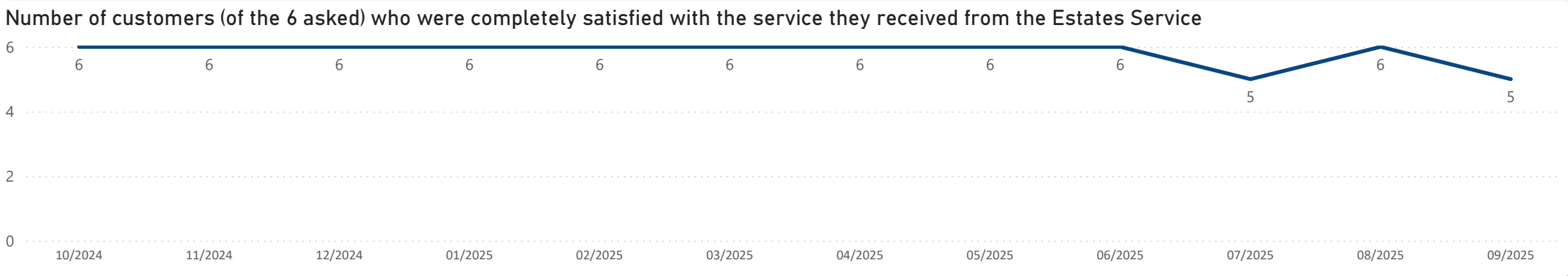
The customer satisfaction data over the last few months has continued to be consistently high despite the increasing pressure on the team's capacity.

The unit uses the Technology Forge asset management system to manage and allocate cases more effectively.

Although the demand on the unit because of the Housing Action Plan and the Council’s Priority Plans continues to be high, meaning that there is a need to prioritise and manage the expectations of some services, it is good to note that the customer satisfaction data shows a high level of satisfaction with the service. A new officer has now joined the unit and has settled in quickly to be part of the team.

This is a summary of the observations received over the last period:

- 1. "I would give a 10/10 score, as I cannot think of anything that could have been done differently" (10/10)
- 2. "Despite being an unusual request for work, the officer dealt with the request very effectively - they completed the necessary research and managed to sort an appropriate licence in a tight schedule - excellent work." (10/10)
- 3. The service received was a 10. The standard of the service is excellent, willing to go the extra mile. As a Councillor, it is good to see courteous behaviour with residents and they give me feedback when information is available." (10/10)



EIDDO 08: Cleaning Unit

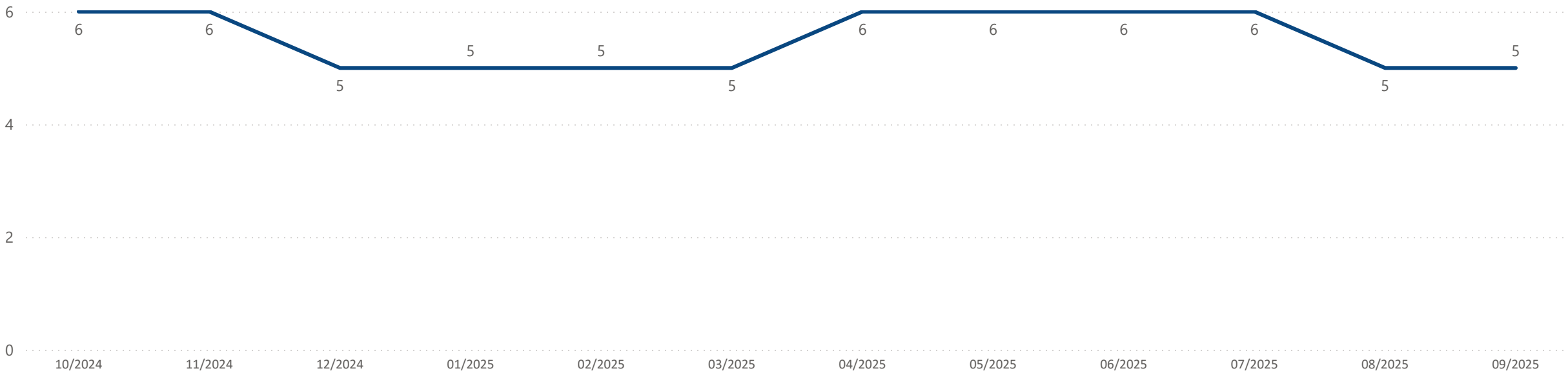
Measure: Number of customers (of the 6 asked) who were completely satisfied with the service they received from the Cleaning Unit

The score over the last few months shows that our customers are very satisfied, or completely satisfied with the service. This is a summary of the feedback:

- 1. "Cleaners cover each other 1. which is great." (10/10)
- 2. "Is it possible to clean offices more frequently?" (6/10)
- 3. "Staff were very happy with the cleaning and thank the team for the work." (10/10)

Note: As our customers tend to be the same ones and there is not a high turnover, we collect feedback every two months to avoid a situation where we ask the same customers every month.

Number of customers (of the 6 asked) who were completely satisfied with the service they received from the Cleaning Unit



EIDDO 09: Offices Unit

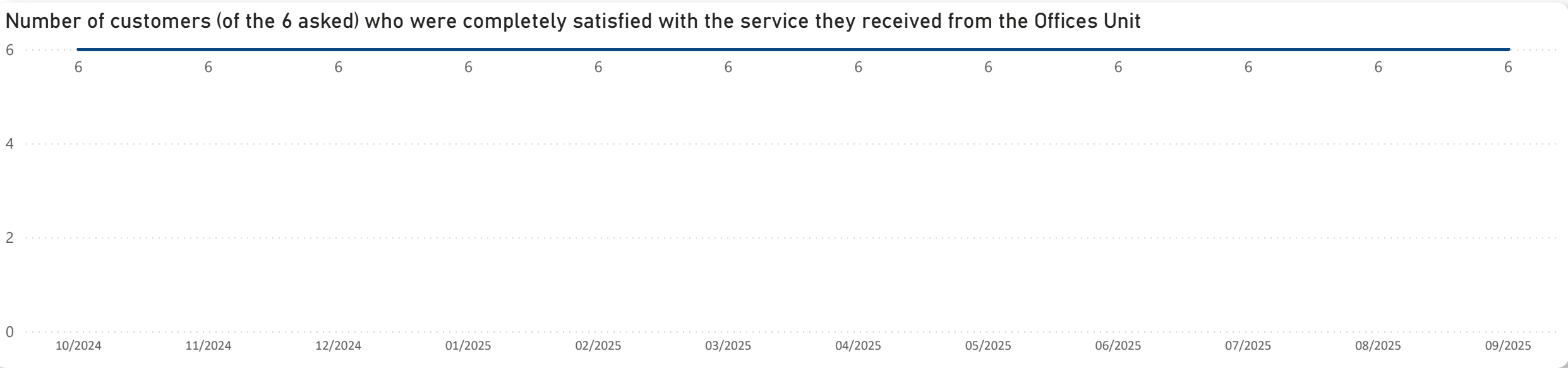
Measure: Number of customers (of the 6 asked) who were completely satisfied with the service they received from the Offices Unit

We gather the opinions of our office staff to find whether their offices allow them to do their work properly, which reflects the service they receive from us as a Unit.

It is encouraging to say that staff still feel that the service reaches the aim, as the last few months show.

- This is a summary of the comments received in the customer satisfaction survey:
- 1. "In my opinion, the offices allow me to do my work effectively. The location is good and allows me to go down quickly to members of the public who need to speak with me. The facilities in the office also allow me to complete my work effectively." (10/10)
 - 2. "In my opinion, the offices allow me to do my work effectively. The location is good and allows me to go down quickly to members of the public who need to speak with me.
 - 3. The facilities in the office also allow me to complete my work effectively." (10/10)
 - 4. "Very lucky in terms of the office. Thank you." (10/10)

Note: As our customers tend to be the same ones and there is not a high turnover, we collect feedback every two months to avoid a situation where we ask the same customers every month.



EIDDO 10: Property Development Service

Measure: Percentage of the Property Development Service's projects moving forward according to the timetable after the full brief is agreed

The Property Development Service has 50 live projects at different stages of the process, and 38 projects in the defects period.

Of the live projects, 88% of them (44 projects) are moving forward in accordance with the original programme, are completed, or have not slipped further from the amended programme.

As seen in the lowest graph on the right, the different stages have been split as follows:

Feasibility Stage: 15 projects

- 12 on track
- 3 have slipped since the last report or continue to slip

Design Stage: 21 projects

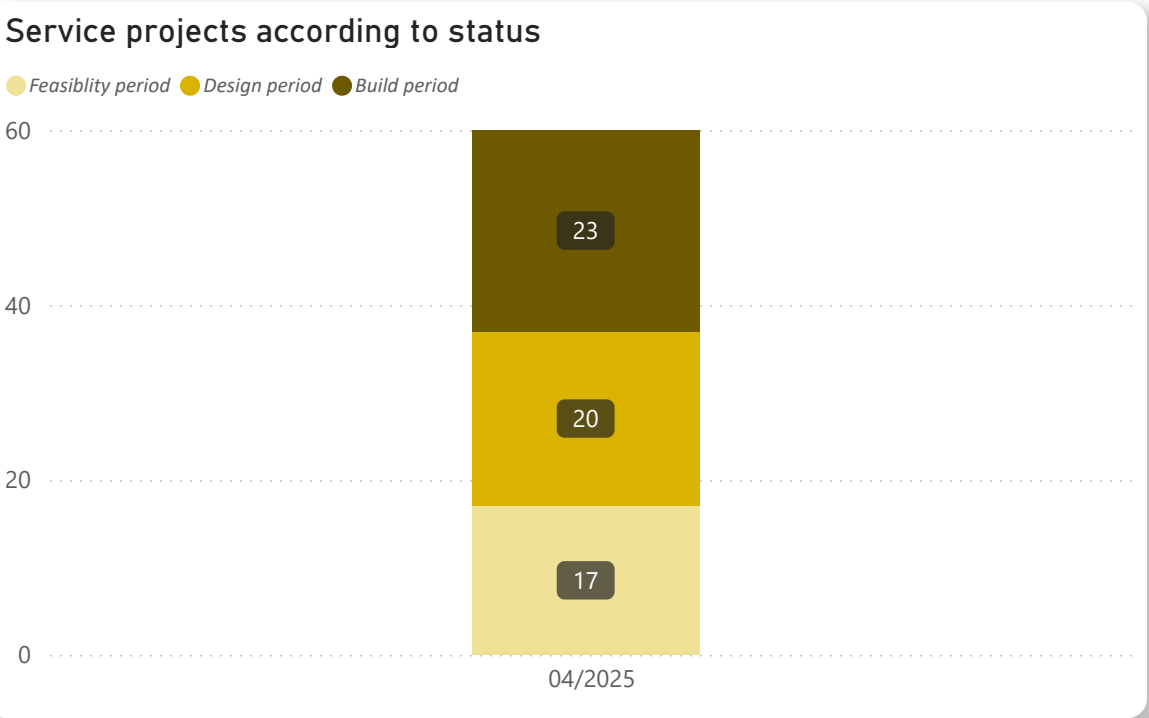
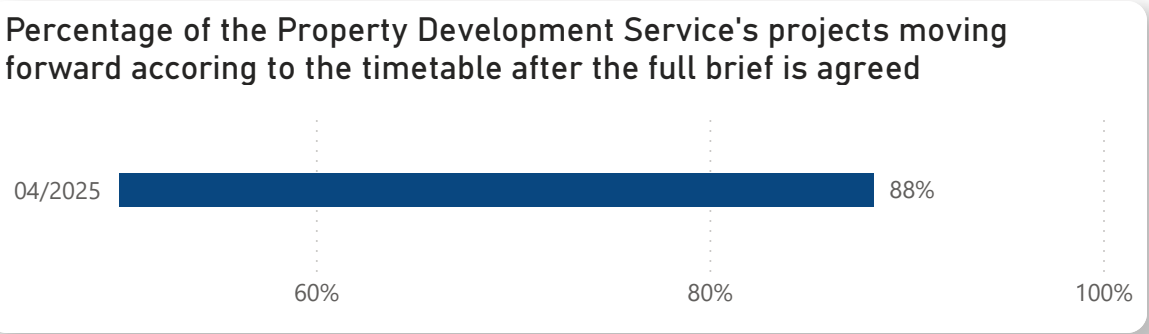
- 18 on track
- 2 have slipped since the last report or continue to slip

Construction Period: 14 projects

- All (14) are on track

The 5 projects that are slipping are doing so due to circumstances beyond the Service's control.

During the period since the last report in April, 28 projects have been moved to the Archives.



TAI 01: Grants and Projects Unit

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Measure: The number of empty homes which have been brought back to use thanks to support from the Council (since April 2020)

The number of empty houses that have come back into use has increased once again since the past few months to 331 (compared with 284 when it was last reported in April).

This includes 136 houses that have received a Gwynedd Empty Homes grant (project 3dd of the Housing Action Plan). This Plan helps an average of 4 local contractors on every application and over £1.28m has been spent to date, with the expenditure over the last few months as follows:

May: £9,264.17 | June: £49,516.18 | July: £95,066.75 | August: £112,674.99 | September: £75,127.07

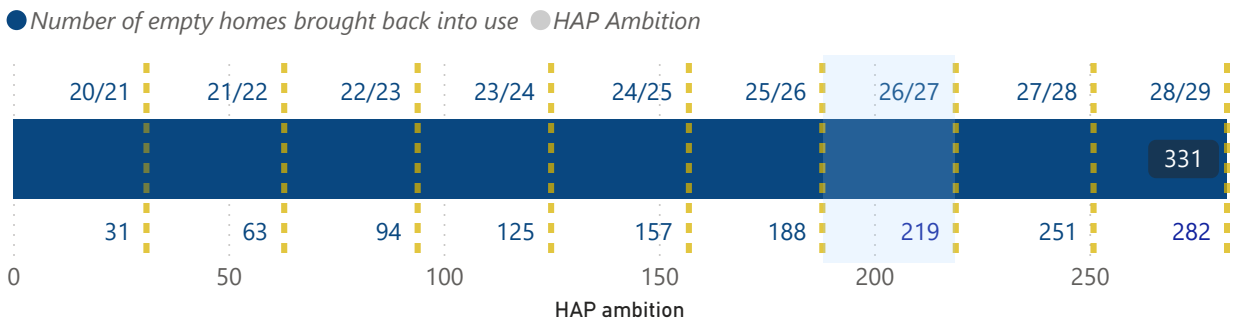
Much of the above expenditure has been spent in Arfon (55%) and Meirionnydd (30%), and 16% has been spent in Dwyfor.

Other plans make a difference to the number of empty homes in the county, such as 'Houses into Homes', with 35 houses brought back into use through this plan's support to date. Over the last period, 2 applications have made progress and are almost finished, and we are aware that two other applications are on the brink of being submitted.

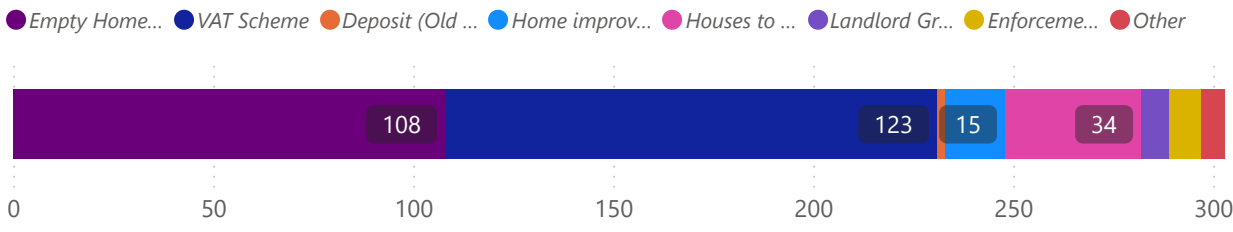
A report was presented to the Council's Care Scrutiny Committee on 25 September 2025, where information was shared about our plans to bring empty homes back into use - the report can be read here: [TAI GWAG.pdf](#). There was a clear interest in the plans and there was an opportunity to discuss and answer the Member's questions. The Committee decided to accept the report and encourage us to continue to implement across the county.

Following a team member's departure, our capacity has been impacted, and there will be a need to hold discussions to ensure that a sufficient resource is available to continue to offer the best service to the people of Gwynedd.

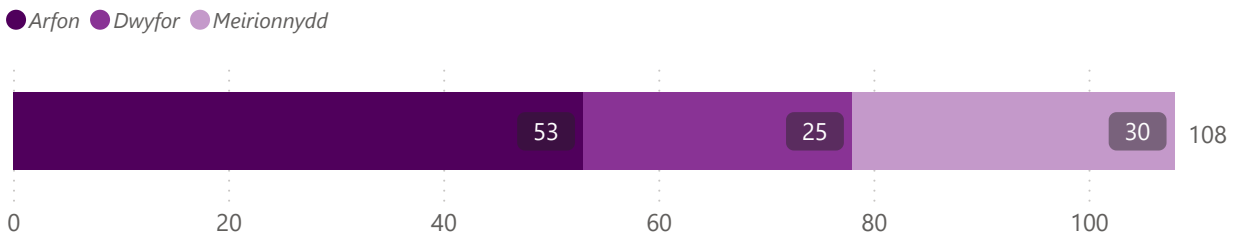
The number of empty homes which have been brought back to use thanks to support from the Council (since April 2020)



The number of homes to date according to type of support



Empty Homes Grants according to Gwynedd areas



TAI 02: Grants and Projects Unit

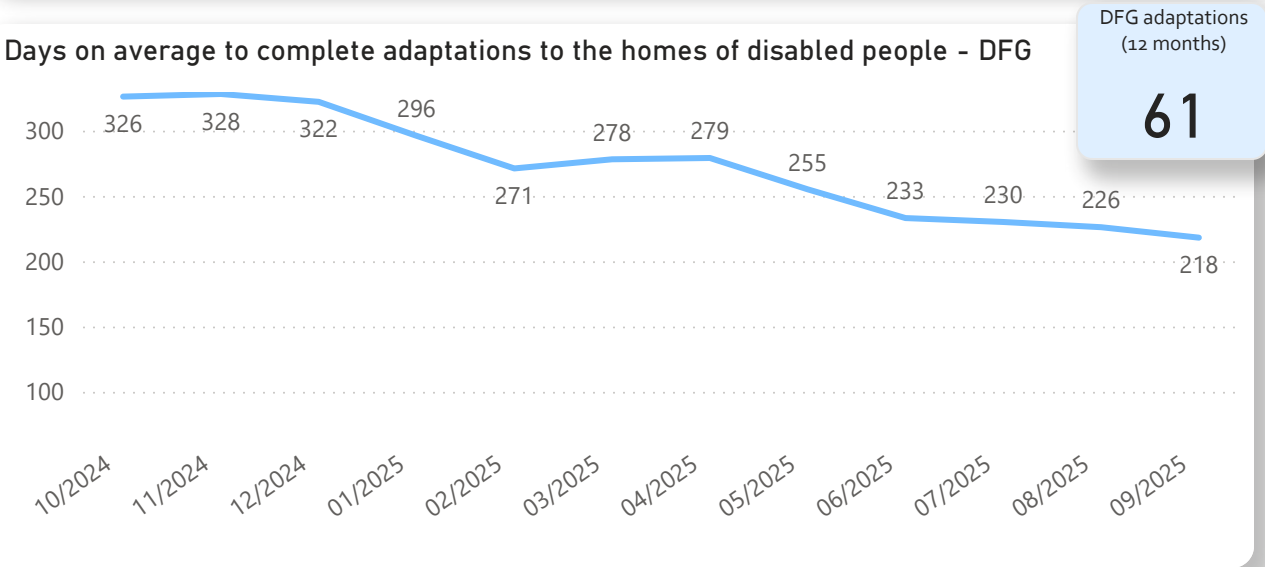
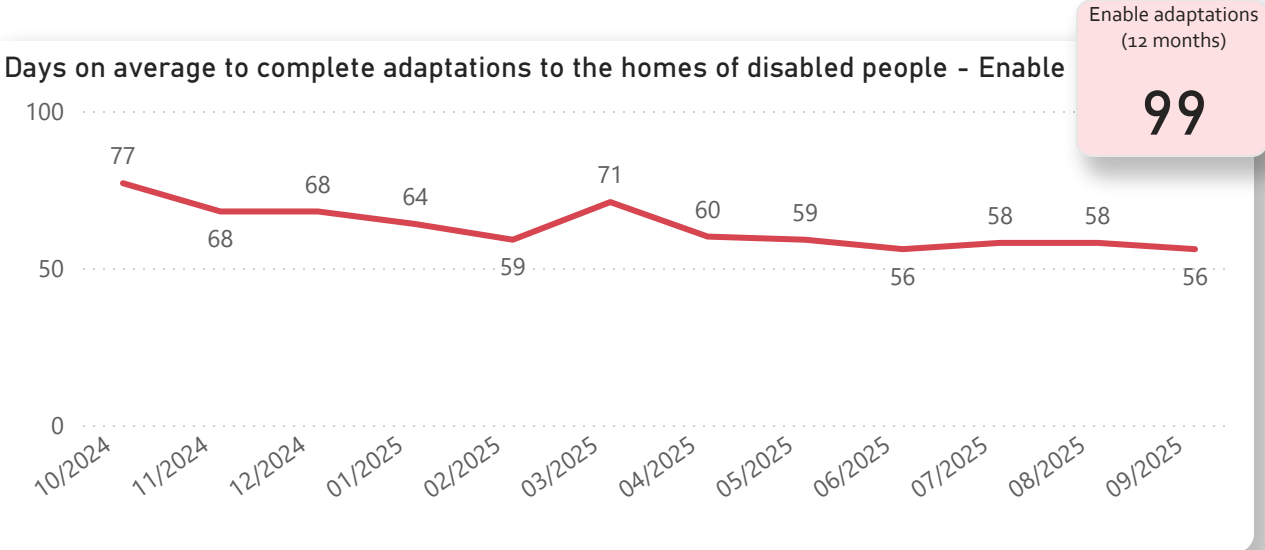
Measure: Days on average taken to complete adaptation works to the homes of disabled people - Enable Grant

Over the last period, the average number of days taken to complete adaptations to the houses of disabled people through the Enablement Grant has stabilised to between 56 and 59 days approximately. Between September 2024 and 2025, 99 Enablement Grants were completed. These grants ensure that minor adaptations, such as ramps to homes, or rails or stair-lifts are installed to help people to stay in their own homes and continue to live independently.

Between September 2024 and 2025, 61 DFG (Disabled Facilities Grant) adaptations have been completed, and the average number of days taken to complete adaptations have seen a significant and regular fall over the last year, from 329 days in September 2024 to 218 days this year.

The average cost of an adaptation through the Enablement Grant is £4,169.10, which reflects the fact that we no longer restrict the work by financial value, but by the scope of the work (no structural element), which continues to work well.

The average cost of DFG adaptations for children (£65,202.73) continues to be significantly higher than the usual adult DFG (£9,968.26) - this is because the nature of the adaptations is usually more complex, which leads to a longer period to complete the adaptation. However, we continue to do our best to keep the timings to the absolute minimum possible to provide the best possible service to Gwynedd's residents who are most in need, and cross-departmental discussions have helped with the nature of referrals and the expectations associated. In turn, that work is seen being reflected in the performance figures.



TAI 03: Enforcement Unit

Measure: Number of customers (of the 6 asked) who were completely satisfied with the Enforcement Unit

The Housing Enforcement Unit plays a key role in ensuring that Gwynedd's houses are safe for our residents by conducting inspections and enforcing standards on houses.

We gather feedback from our customers, and in general, the score and observations received are extremely positive, with continuous praise for our staff. It is good to note that this pattern continues, with everyone who has responded over the last period providing us with the highest possible score (10/10).

Last month

32

32

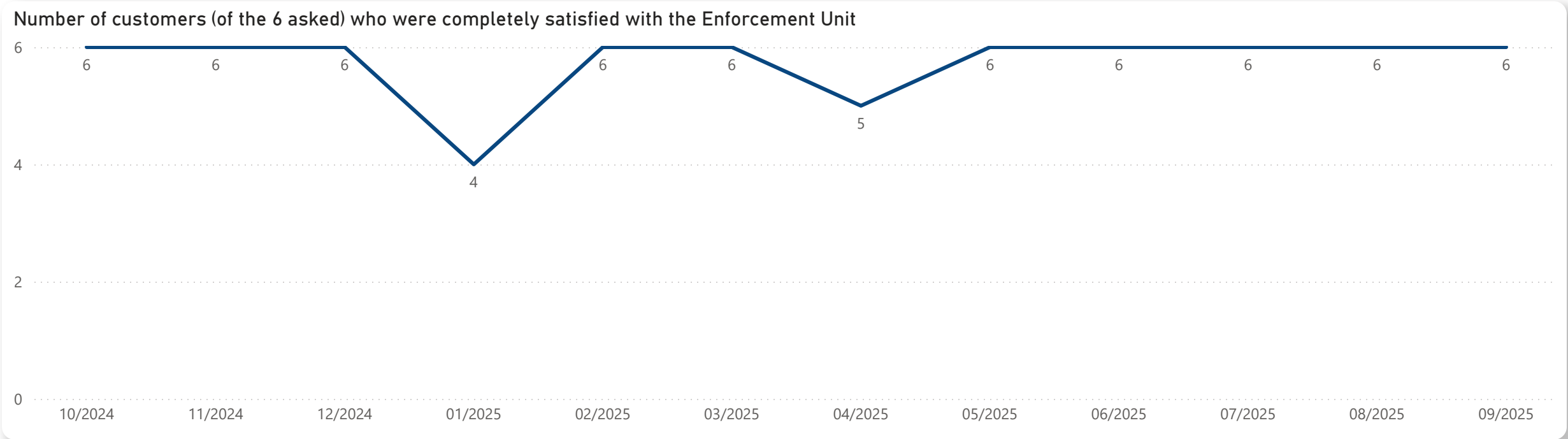
Number of surveys this month

Last month

0

0

Number of complaints this month



TAI 04: PDP Main Programme

Measure: Number of social housing developed to achieve the HAP's ambition

433 units have been developed to date as part of the Social Housing Development Programme.

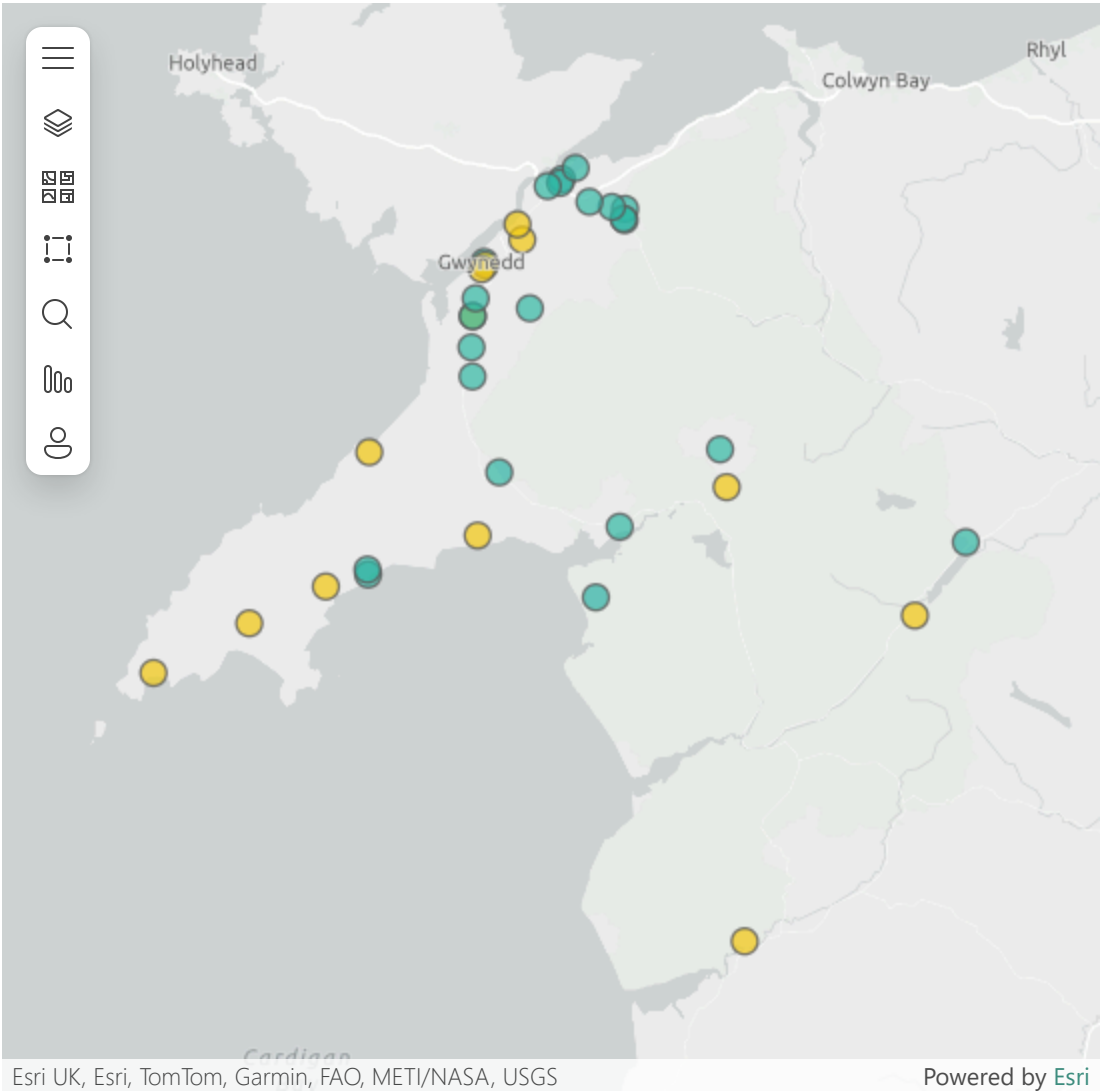
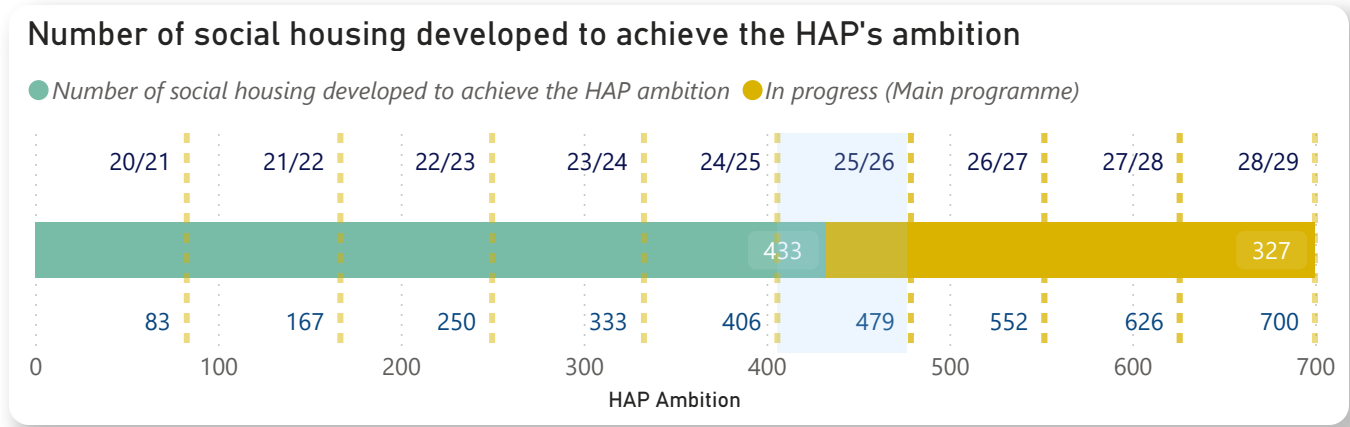
In June, the Cae Ifor, Pwllheli plan was completed, with the site welcoming a variety of social and intermediate tenancies and properties. On the site, there is a mix of 2–4-bedroom properties and two bungalows.

In August, a site near Penyrhwylfa, Harlech was completed, a site with 19 properties, with a mix of 1-bedroom flats, bungalows and 2, 3 and 6-bedroom houses.

During this period, one house was erected as a result of a recommendation from the Specialist Housing Group as they identified a local family's need for a specialist accessible property.

In September, Maes Deudraeth, Penrhyndeudraeth was completed in its entirety with the last 10 properties overrunning. Tenants received their keys mid-September.

327 units are underway on the Main Programme and are at different stages of the process.



TAI 05: Housing Action Plan (HAP)

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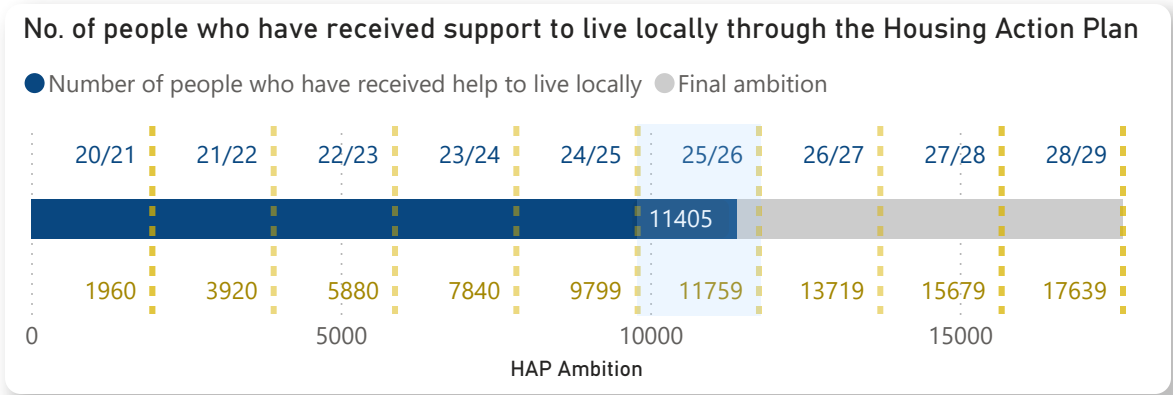
Measure: Number of people who have received support to live locally through the Housing Action Plan

11,385 people have received support through the Housing Action Plan since it was launched. This can be through many ways, including receiving social or intermediate tenancy (scheme 2a), through our Buy to Let Scheme support (2c) or Homebuy (3f), by receiving a grant to bring an empty house back into use (3dd) or receiving an exemption for additional Council tax whilst renovation work on an empty home is underway (3e), by receiving support or advice from our energy service (4a) or by receiving a grant or a loan to make adaptations to a house to ensure that a disabled person is able to continue living independently at home (5e, 5f, 5ff), and many more.

A report was presented to the Council's Cabinet on 13 May 2025, and received its seal of approval to extend the Plan for an additional two years (until 2028/29) and to earmark the additional funding that will be received because of its extension. An updated Plan was announced here: [Cyngor Gwynedd Housing Action Plan \(2020/1 - 2028/9\)](#). The value of the Housing Action Plan has now increased to approximately £190m (through several financial sources), and 2,003 units will be created, and 17,639 people will be helped.

Some highlights because of the Housing Action Plan over the last period:

- **Tŷ Gwynedd - scheme 3a:** Work is ongoing on the Llanberis and Coed Mawr sites and are progressing well. The construction work in Llanberis is expected to be completed over the coming months, and the process of marketing the homes for prospective applicants has started with Tai Teg. The handover from the contractors is expected in November, and they will be sold very soon afterwards. The process of naming the Coed Mawr site is coming to an end following an engagement period (which included giving an opportunity to the pupils of local schools to offer ideas and be part of the process). It is expected to announce the site's new name in the coming months.
- Engagement and communication with communities – plan 3c: During April, May and June, a second series of Tai ar Daith was conducted - a series of events taking housing officers and associated fields out to the community to speak with Gwynedd residents. This time they visited Bethesda (where 43 members of the public and councillors came to see us), Porthmadog (40), Tywyn (38) and Nefyn (37).
- Gwynedd Empty Homes Grant (3dd): This August, the Council announced an amendment to the Empty Homes Grant criteria which means that more people are now eligible for it. The income threshold has increased to £60,000, and a grant of up to £25,000 is now available. The method of qualifying properties has also changed, and the Council tax bands are now used. More can be read here: [More Gwynedd residents now eligible for empty home grant](#)
- One-stop shop for housing matters (6): On 15 September 2025, the One-stop Shop was launched, which is a front door for all Gwynedd housing enquiries. The aim of the service is to facilitate and simplify the county's residents' access to information and advice on housing matters, and the feedback to date is positive and 83 people have been helped (15-30 September). During the period leading to the launch, drop-in sessions were held for Elected Members and the new procedure was promoted on our social media and through the press ([click here to see the press release](#)).



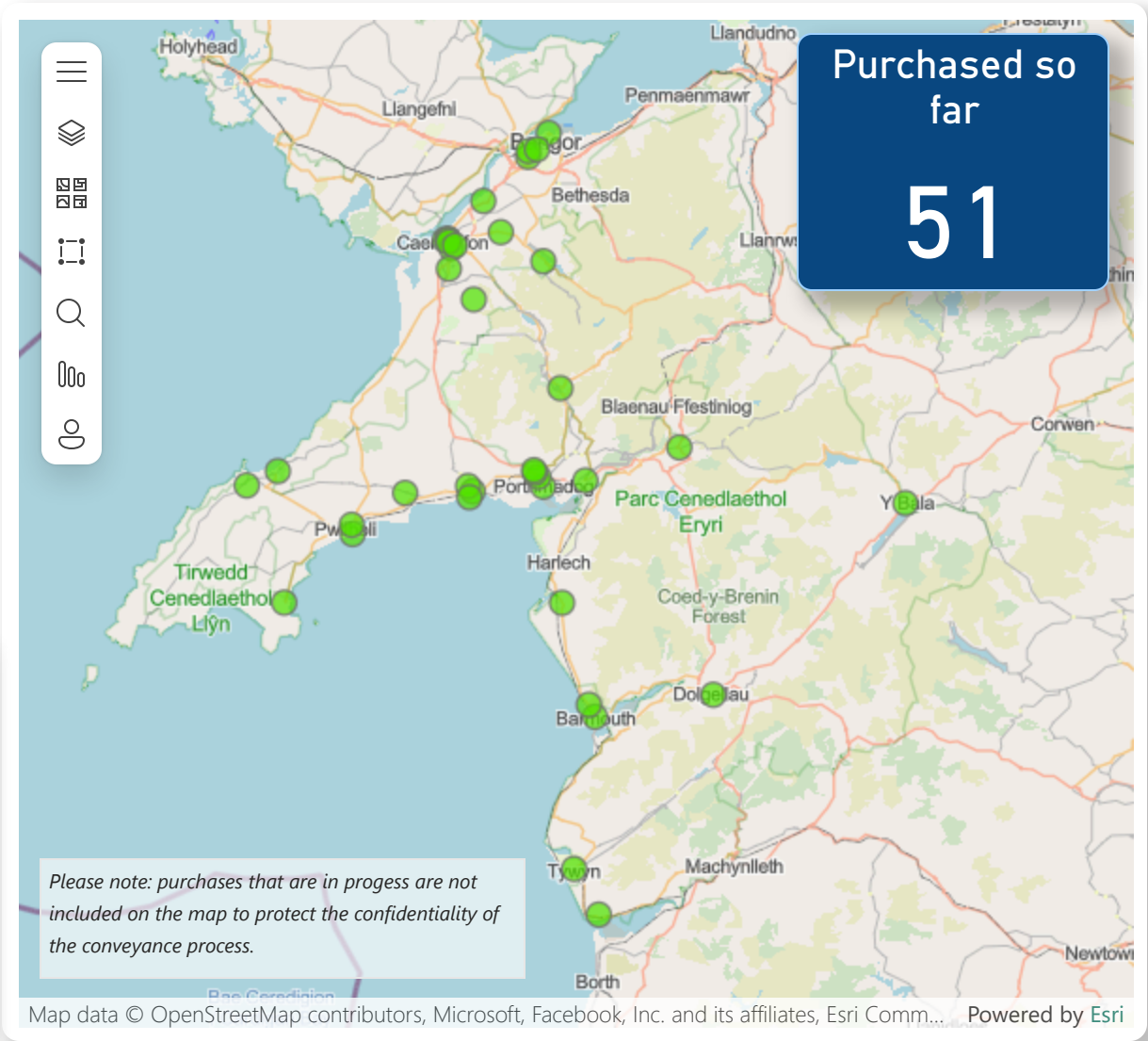
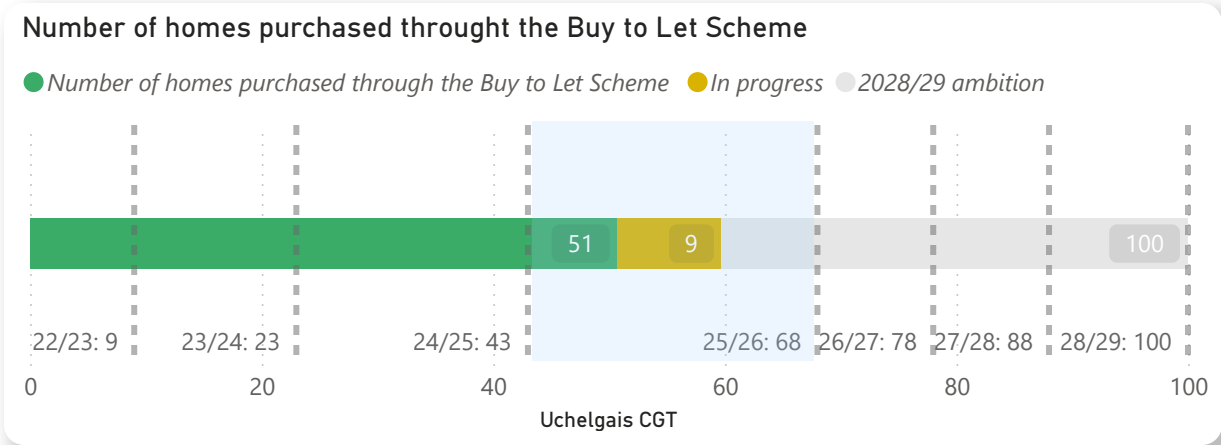
TAI 06: Housing Action Plan: The 'Buy to Let' Scheme

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Measure: Number of homes purchased through the Buy to Let Scheme

Over the last period, 5 houses have been purchased through the Buy to Let Scheme, which brings the total to date to 51 houses. Houses were purchased in the following areas: Caernarfon (2), Abersoch, Bangor and Cricieth. 9 other purchases are underway in locations across Gwynedd, including Llanrug, Nefyn and Bangor. Of the 51 in our possession, 20 are on let and are now homes to Gwynedd families. The story of one of these was shared recently - Ffion and Rhodri's story can be seen here: [Cyngor Gwynedd's Buy to Let Scheme offers a key to the future for a young couple](#)

- The rest includes:
- 6 ready for marketing / in the process of being let
 - renovation work is progressing on 16 houses - with 13 supposed to be finished by the end of November
 - work programmes and tendering packages are being prepared for 9 houses

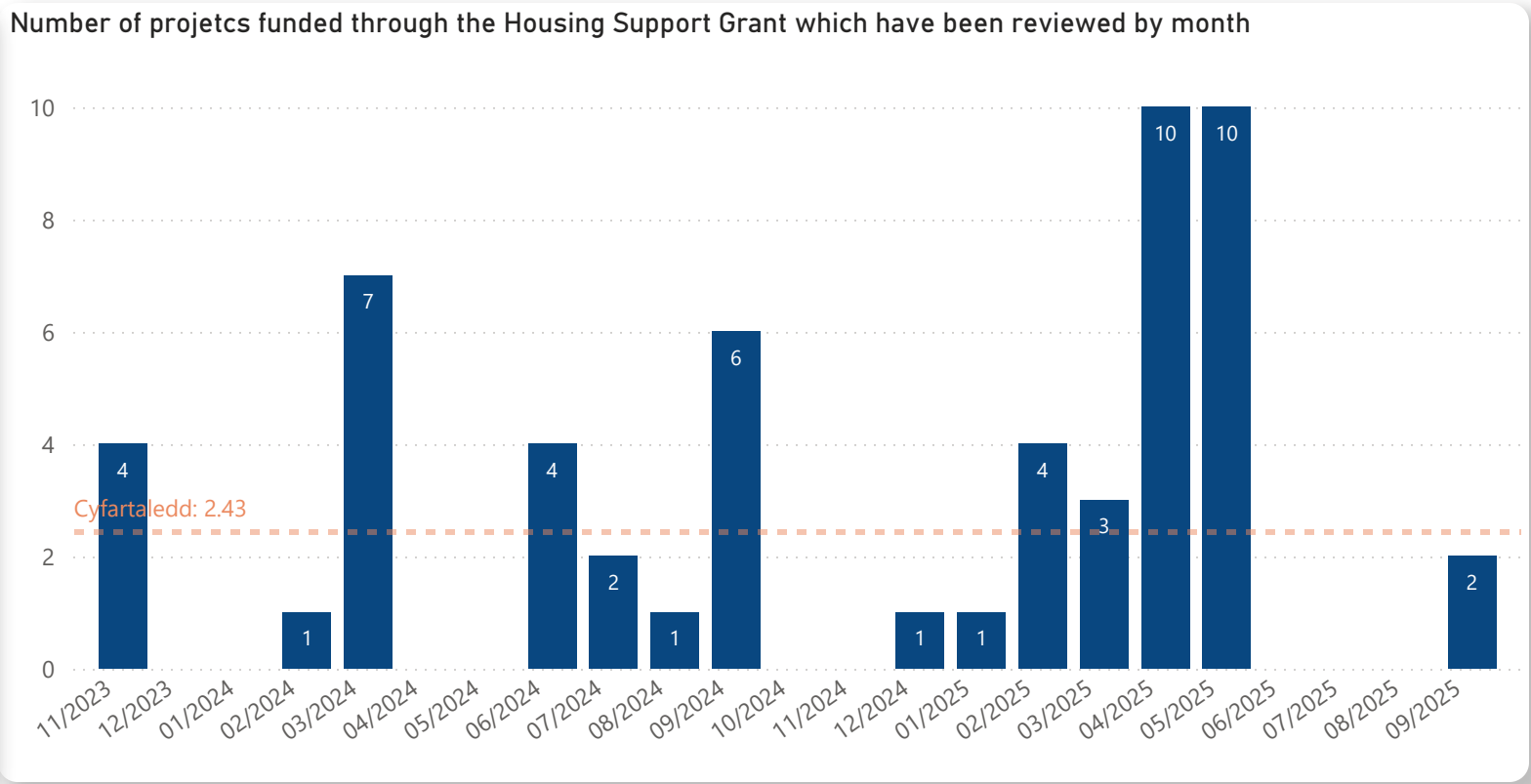
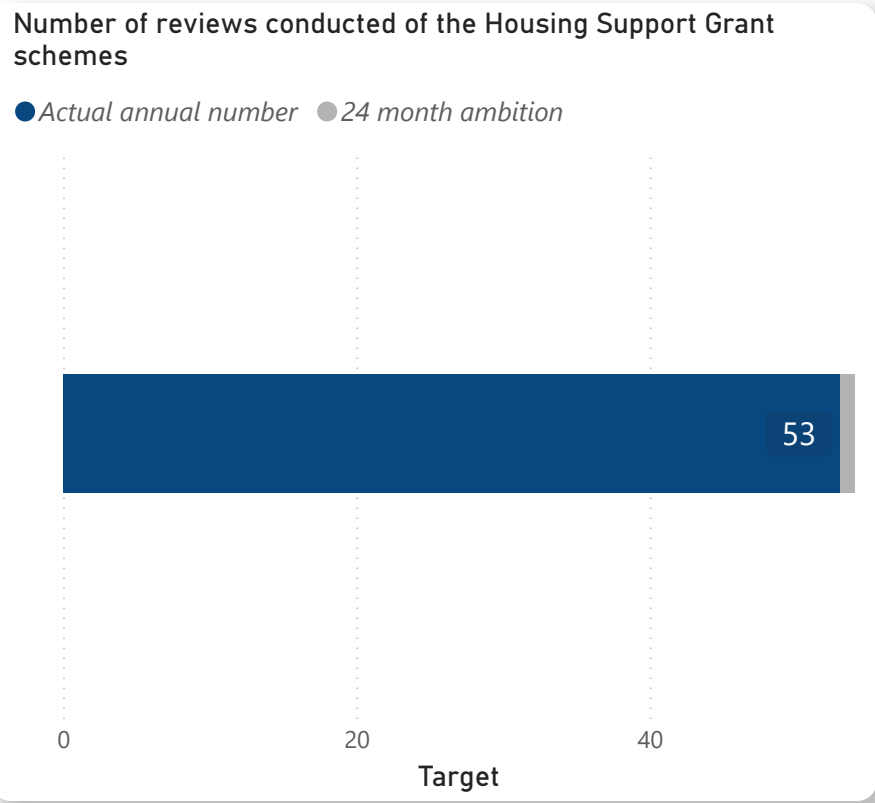


TAI 07: Commissioning Unit (Housing Support Grant)

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Measure: Number of reviews conducted of the Housing Support Grant schemes

Over the last period, 12 reviews were conducted - 10 in May and 2 in September 2025. Despite the good progress made during May, with twice as more reviews being held than the target, we acknowledge that the performance for the 3 following months has been lower than the target and that is disappointing. There are factors that impact the cyclic nature of conducting the reviews; for example, some projects reviewed are more complex in nature and need a longer schedule and an additional resource to maintain them, we have also been working on adapting and standardising the Housing Support Grant services' review process, including reviewing the documentation associated with the process, and this has disrupted the performance. The work plan for the next period sees 25 reviews being completed between now and the end of December 2025, which will put the schedule back on track. We will also introduce a new arrangement that will pre-warn service providers of our intention to conduct a review of their services far in advance (for 6 consecutive months) to avoid situations that have come up recently where reviews are postponed last minute due to the lack of the availability of the providers' key officers



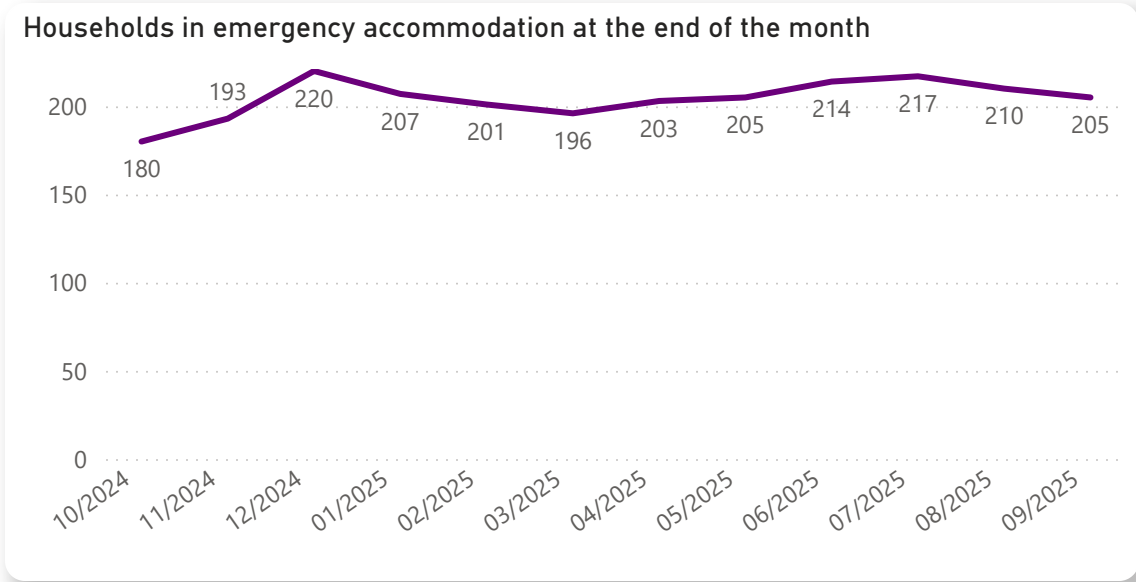
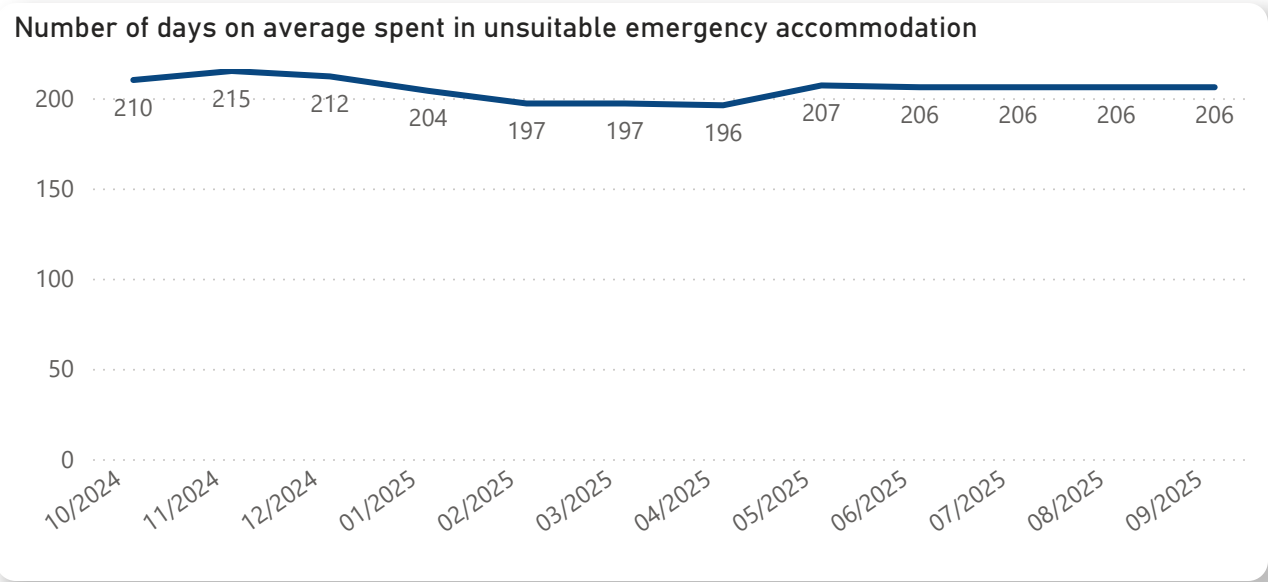
TAI 08: Homelessness Service

Measure: Number of days on average spent in unsuitable emergency accommodation

Over the last five months, the homelessness figures have remained comparatively stable, despite the continuous and substantial demand for the service. On average, the levels of presentations to the service remains to be very high, with approximately 20 new individuals presenting themselves to the service every week, which shows that there is a high and continuous level of pressure on the team. It must be noted that the period ahead over the winter tends to see an increase in the presentations (this is seen in the graph for the same period in 2024) and it is anticipated that the pressure on the service will significantly increase then.

However, the fact that the general figures have not increased during this period is testament to the officers' commitment and hard work. Their efforts, especially when moving people forward quickly from bed and breakfast accommodation to a more sustainable accommodation, has been an essential factor when maintaining stability. Without their consistent focus on managing cases, working in partnership and moving people on in a timely way, the number of households in Emergency Accommodation will certainly be higher.

This performance outlines the team's resilience and the efficiency of our approach when responding to a climate that continues to be very challenging. Although the demand has not reduced, the officers' ability to balance prevention activity with managing those already in temporary accommodation ensures that we shoulder the demand as much as possible.

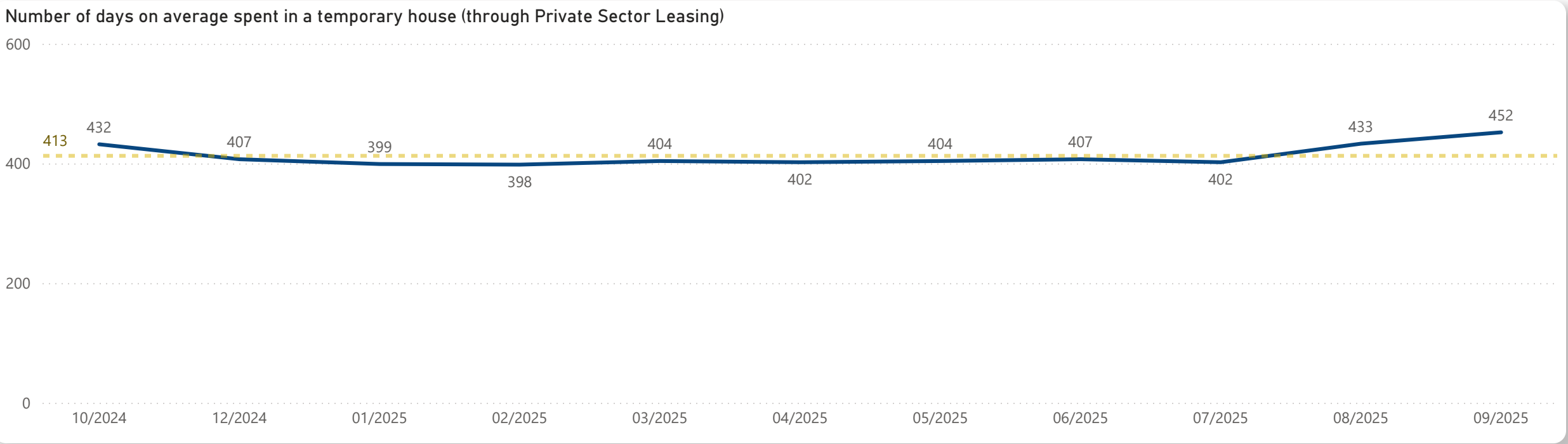


TAI 09: Homelessness Service

Measure: Number of days on average spent in a temporary house (through Private Sector Leasing)

Over the reporting period, the average number of days that individuals wait in temporary accommodation under the private sector renting scheme has been volatile. This variation is influenced by many factors beyond the team's direct control. Specifically, lack of options for permanent accommodation to move individuals on. In addition, the fact that some individuals refuse offers and ask for suitability reviews adds to the delay before they move on.

Despite these challenges, the team continues to manage the flow effectively, ensuring that movements are happening where possible, and in doing so reducing the pressure on the PSL accommodation. The situation reflects the challenging reality of providing sustainable pathways to permanent accommodation.



TAI 11: Housing Options Team

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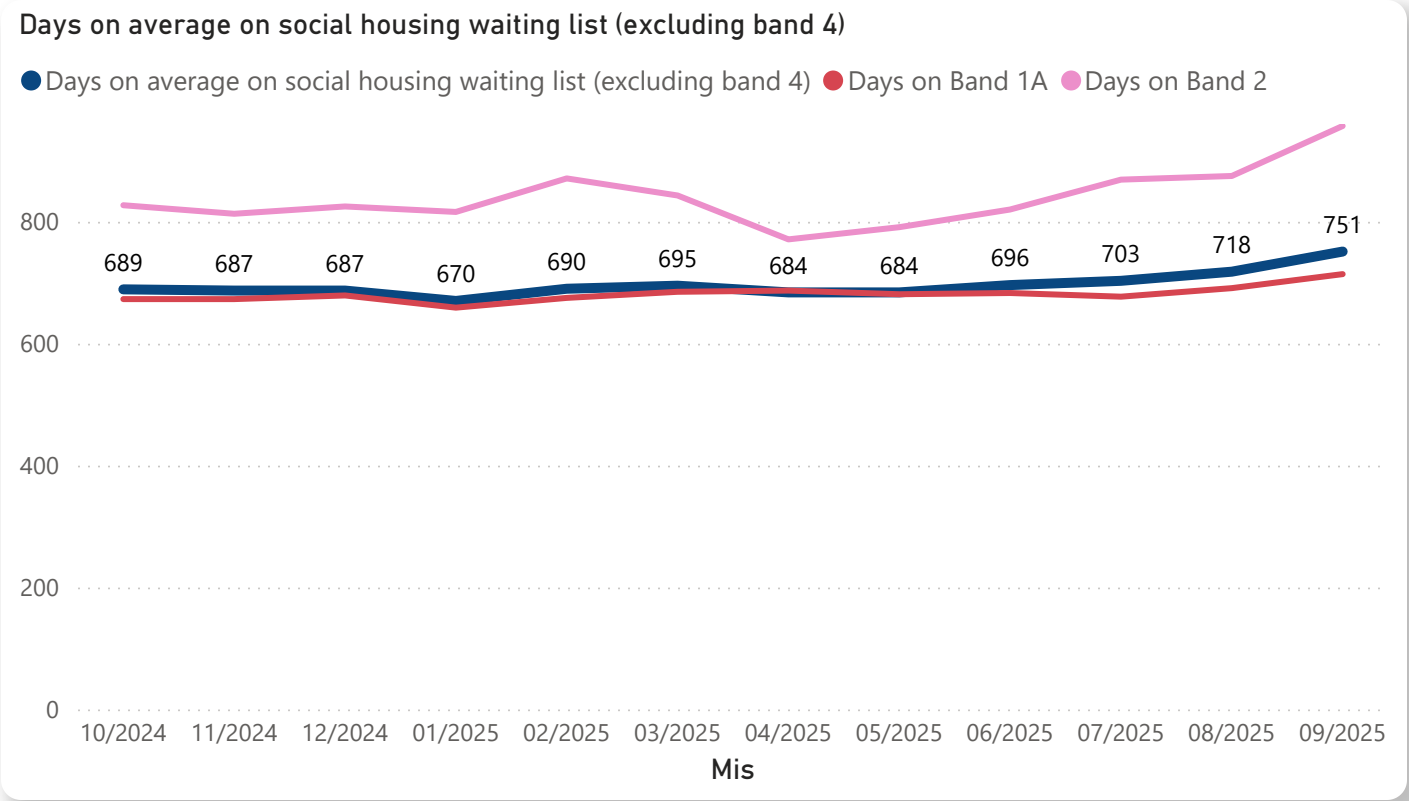
Measure: Days on average on social housing waiting list (excluding band 4)

For some time, the average days on a waiting list for a social house was stable at under 700 days. Unfortunately, this period has increased again over the last five months, from 684 in May to 751 in September. Applications in band 1a on average wait a little less - 714 days - for a property, and the highest number of lettings are also in this band, 20 out of 26 lettings in September.

An average of 751 days is too high, and this reflects the challenges in Gwynedd at present, such as the lack of a sufficient number of houses to fulfil the need (despite a very healthy social housing construction programme), as well as challenges when letting houses.

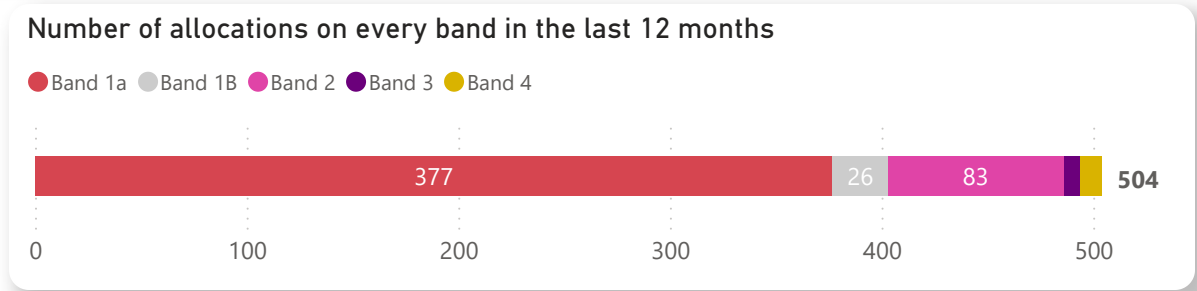
The One-stop Shop was launched, which offers a space for Gwynedd residents to receive advice and support with housing enquiries, on 15 September 2025, and the team has already helped many residents.

The work on establishing a new Housing Options system has been completed, and the system is now live following a standstill period whilst the transfer and maintenance work was happening.



Last months's allocations

20	0	5	1	0
Band 1A	Band 1b	Band 2	Band 3	Band 4

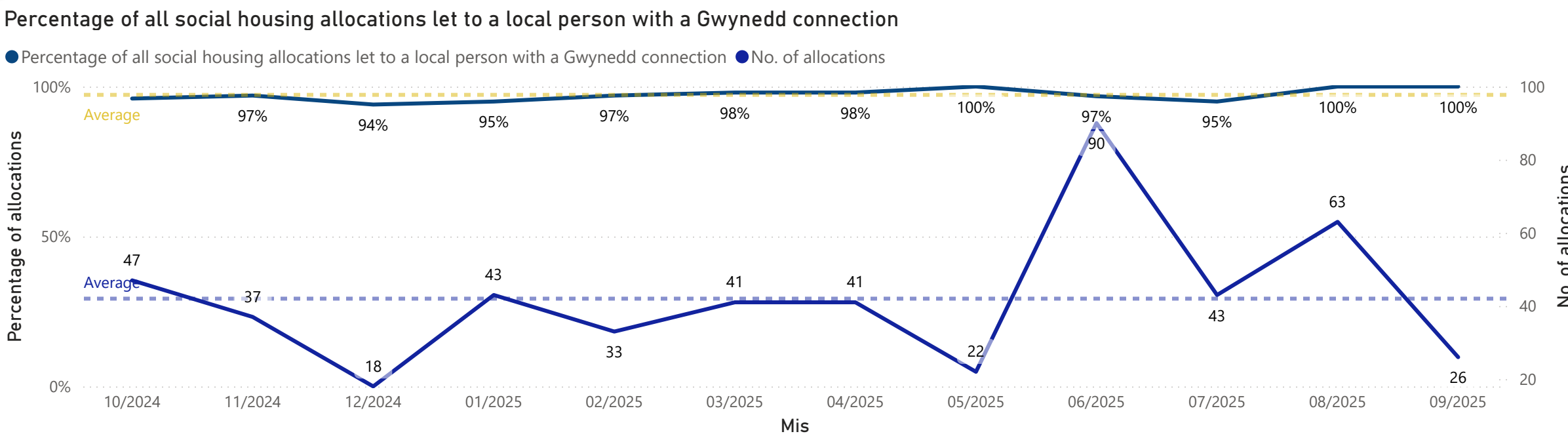


Measure: Percentage of all social housing allocations let to a local person with a Gwynedd connection

During the last period (May - September 2025), an average of 98% of the social housing lettings went to a local family or person with a connection to Gwynedd. This includes 100% of lettings in May (22 lettings), August (63 lettings) and September (26 lettings).

Over the last year, an average of 97% of lettings have gone to people with a Gwynedd connection, in accordance with what is defined by the General Housing Allocations Policy and is a statutory requirement on us as a Council.

During this period, the number of allocations has greatly varied, which is a mixture of new developments being completed and a delay in receiving data.



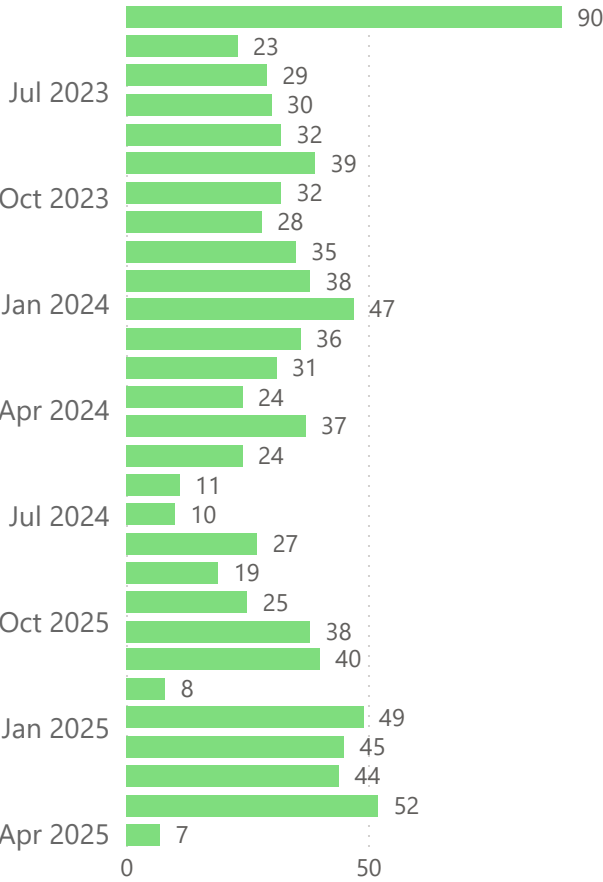
TAI 13: Fuel Poverty

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Measure: Number of homes that have seen an improvement in their Energy Performance Certificate

Total of EPC improvements: (Bl...

Monthly EPC improvements



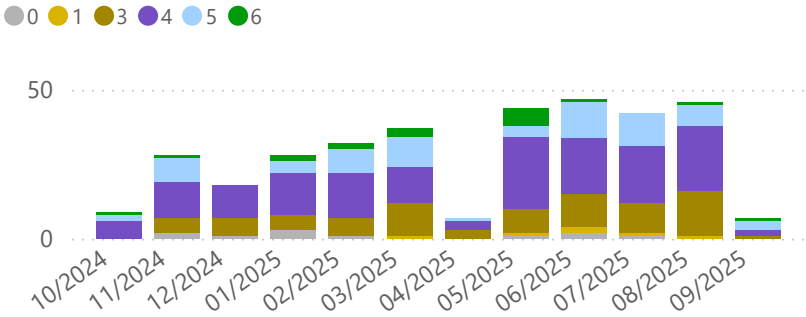
This is a measure which looks at the increase in EPC levels on houses that have received Eco 4 support. The Eco 4 Scheme started in October 2022 and the data for May 2023 in the graph below is a combination of 8 months of data. Between October 2022 and September 2025, 950 houses have seen an improvement in their energy performance, with an increase in the EPC (Energy Performance Certificate), with 88 increased to A, 602 to B and 112 to C. This means that there has been an expenditure of over £10M on houses in Gwynedd since the beginning of ECO 4.

Alongside this, 1,802 applications have been approved in the same period. The improvements that are happening include insulating the walls and roofs, heating schemes and solar panels. Members' attention is drawn to the prominent difference between the approval figure and the progress figure when reporting every time. There are various reasons for this difference:

- The time it takes for contractors to set the meter
- The weather
- Conservation Area
- The customer wants to delay/stop for personal reasons
- People withdrawing for different reasons (e.g. do not want the trouble of redecorating)
- Not enough funding offered by the funders which means that the plan is unviable
- Financiers are slow giving their seal of approval

As a result, the data will consistently change as work is completed.

Number of improvements in EPCs (in grades)



Homes' new EPC grades

