

ANNEX A: Tenant Satisfaction Measures (TSMs) – performance data for 2023/24: Quarters 1, 2, 3 and 4

Overall Satisfaction						
	Q1	Q2	Q3	Q4	YTD	Comments
TP01: Overall satisfaction	N/A	N/A	N/A	N/A	62.4%	<p>Annual Indicator</p> <p>National benchmarking data will be available later this year after all Registered Providers of social housing (RPs) have submitted their results. In our pilot survey, undertaken by a different contractor during 2022/23, MDH scored 70% against this indicator.</p>

Keeping Properties in Good Repair						
	Q1	Q2	Q3	Q4	YTD	Comments
TP02: Satisfaction with repairs	N/A	N/A	N/A	N/A	63.8%	<p>Annual Indicator</p> <p>As this survey has delivered our first result, it is difficult to know what our baseline might be. Once we have some more benchmarking indicators and a few more months of our own data, we will be able to put lessons learnt into place, and implement improvement plans.</p> <p>Performance completing repairs within timescale is strong and upper quartile for the sector.</p>

TP03: Satisfaction with time taken to complete most recent repair	N/A	N/A	NA	N/A	57.5%	<p>Annual Indicator</p> <p>As this survey has delivered our first result, it is difficult to know what our baseline might be. Once we have some more benchmarking indicators and a few more months of our own data, we will be able to put lessons learnt into place, and implement improvement plans.</p> <p>The fact that this indicator is lower than satisfaction with repairs tells us that it is an area for improvement. A full staff will be essential to achieving better satisfaction levels in relation to time taken.</p>
TP04: Satisfaction that the home is well maintained	N/A	N/A	N/A	N/A	65.3%	<p>Annual Indicator</p> <p>National benchmarking data will be available later this year after all Registered Providers of social housing (RPs) have submitted their results. In our pilot survey, undertaken by a different contractor during 2022/23, MDH scored 65% against this indicator</p>
RP01: Proportion of Homes that do not meet the Decent Homes Standard	0.65%	0.76%	0.76%	0.76%	0.76%	There are 22 properties that are outstanding, all of which are on a future list of works.
RP02: Repairs completed within target timescale	97.77%	99.47%	99.32%	99.24%	98.95%	The % of repairs completed within timescale is reflective of some longstanding staff resource issues, with there having been a number of long-

						term vacancies and/or sickness within the operative and admin team. The team has focussed on the most urgent works to ensure that these are completed on time, as well as those routine repairs having the most significant impact on tenants.
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Maintaining Building Safety						
	Q1	Q2	Q3	Q4	YTD	Comments
TP05: Satisfaction that the home is safe	N/A	N/A	N/A	N/A	71.6%	Annual Indicator National benchmarking data will be available later this year after all Registered Providers of social housing (RPs) have submitted their results. In our pilot survey, undertaken by a different contractor during 2022/23, MDH scored 71% against this indicator
BS01: Gas safety checks	99.87%	99.91%	100%	100%	100%	Target 100% - On target
BS02: Fire safety checks	100%	100%	100%	100%	100%	Target 100% - On target
BS03: Asbestos safety checks	77.68%	77.78%	77.75%	77.64	77.64%	There is a plan in place to carry out 300 surveys a year and reach the goal of 100% by 2026
BS04: Water safety checks	100%	100%	100%	100%	100%	Target 100% - On target
BS05: Lift safety checks	100%	100%	100%	100%	100%	Target 100% - On target

Respectful and Helpful Engagement						
	Q1	Q2	Q3	Q4	YTD	Comments
TP06: Satisfaction that the landlord listens to	N/A	N/A	N/A	N/A	50.6%	Annual Indicator

tenant views and acts upon them						National benchmarking data will be available later this year after all Registered Providers of social housing (RPs) have submitted their results. In our pilot survey, undertaken by a different contractor during 2022/23, MDH scored 50% against this indicator
TP07: Satisfaction that the landlord keeps tenants informed about things that matter to them	N/A	N/A	N/A	N/A	62.2%	Annual Indicator National benchmarking data will be available later this year after all Registered Providers of social housing (RPs) have submitted their results. In our pilot survey, undertaken by a different contractor during 2022/23, MDH scored 61% against this indicator
TP08: Agreement that the landlord treats tenants fairly and with respect	N/A	N/A	N/A	N/A	69.8%	Annual Indicator National benchmarking data will be available later this year after all Registered Providers of social housing (RPs) have submitted their results. In our pilot survey, undertaken by a different contractor during 2022/23, MDH scored 66% against this indicator

Effective Handling of Complaints

	Q1	Q2	Q3	Q4	YTD	Comments
TP09: Satisfaction with the landlord's approach to handling complaints	N/A	N/A	N/A	N/A	22.2%	Annual Indicator National benchmarking data will be available later this year after all Registered Providers of social housing (RPs) have submitted their results. In our pilot survey, undertaken by a

						<p>different contractor during 2022/23, MDH scored 30% against this indicator.</p> <p>It is likely that all RPs will report low levels of satisfaction in relation to this particular indicator. The question relates to the process rather than to the outcome of the complaint however this is unlikely to be reflected in responses. Therefore, it is anticipated that many complainants would have expressed their dissatisfaction with regard to this TSM should the outcome of their complaint have failed to align with their expectations.</p>
CH01: Complaints relative to the size of the landlord	23	20	17	17	77	<p>Early indications suggest that MDH may be recording more complaints than other RPs. However, this suggests that our service is both fully compliant with the Complaints Handling Code and is willing to listen to feedback with a culture of openness and transparency.</p>
CH02: Complaints responded to within Complaint Handling Code timescales	96.88%	96.67%	98.00%	98.04	97.33%	<p>Target 100%</p> <p>Early indications show that MDH is performing well against this indicator. This is an area of work which is prioritised and our dedicated Housing Complaints Officer is able to support good performance in this.</p>

Responsible Neighbourhood Management						
	Q1	Q2	Q3	Q4	YTD	Comments
TP10: Satisfaction that the landlord keeps communal areas clean and well maintained	N/A	N/A	N/A	N/A	49.3%	Annual indicator National benchmarking data will be available later this year after all Registered Providers of social housing (RPs) have submitted their results. In our pilot survey, undertaken by a different contractor during 2022/23, MDH scored 53% against this indicator
TP11: Satisfaction that the landlord makes a positive contribution to neighbourhoods	N/A	N/A	N/A	N/A	49.9%	Annual indicator National benchmarking data will be available later this year after all Registered Providers of social housing (RPs) have submitted their results. In our pilot survey, undertaken by a different contractor during 2022/23, MDH scored 47% against this indicator
TP12: Satisfaction with the landlord's approach to handling anti-social behaviour	N/A	N/A	N/A	N/A	49.6%	Annual indicator National benchmarking data will be available later this year after all Registered Providers of social housing (RPs) have submitted their results. In our pilot survey, undertaken by a different contractor during 2022/23, MDH scored 47% against this indicator
NM01: Anti-social behaviour cases relative to the size of the landlord	3.72	2.03	4.07	1.01	10.83	Annual indicator Early indications show that MDH has fewer cases as compared to other landlords. However, it should be noted that we work in a rural area and that we are unlikely to experience the same issues such as those being managed by larger RPs in more built-up areas or in more urban areas elsewhere.

ANNEX B: Tenancy Enforcement Activities – performance data for 2023/24: Quarters 1, 2, 3 and 4

Neighbourhood & Community Standard – Housing Revenue Account – Estates Team						
	Q1	Q2	Q3	Q4	YTD	Comments
Fraud cases opened	2	0	0	2	4	<p>The team undertakes these actions as part of their day to day housing management activities. Whilst it does not look like much has been done in relation to action taken, in some cases, there has been a great deal of work done in the background to manage issues which have emerged on our estates. This may have involved evidence gathering, working in partnership with other agencies and meeting with tenants who have made reports of nuisance or more serious behaviour and/or who we believe to be involved in perpetrating it. The aim of the interventions is to resolve issues swiftly and without the need for more formal action, and sometimes the work done by the team can result in very good outcomes without the need for this.</p> <p>The Neighbourhood Officers now have delegated authority to service warnings relating to Community Protection Notices (CPNs) and also CPNs. This authority was only delegated down during the first quarter of 2024/25. These tools can be used in relation to many tenancy breaches and are seen as a useful addition to the actions available to the Estates team.</p> <p>*Please note that there was an error on the reports relating to Q2 and Q3. We use a module on the system for recording information relating to anti-social behaviour and also as a case</p>
Fraud cases referred to an external investigator	1	0	0	0	1	
Acceptable Behaviour Agreements signed	0	1*	0	1	2	
Good Neighbourhood Agreements signed	0	0	0	0	0	
Community Protection Notice warnings issued	0	0	0	0	0	
Community Protection Notices issued	0	0	0	0	0	
Possession Actions commenced on grounds of ASB	2	0	0	0	2	
Closure Orders – obtained	0	0	0	0	0	
Injunctions sought	0	0	0	0	0	

Evictions on grounds of anti-social behaviour/ other tenancy breach	0	0	0	0	0	management tool. One of the team had issued an Acceptable Behaviour Agreement and updated our integrated electronic housing management system to reflect this. However, in error, it was recorded as an event, rather than a completed action in the action plan. This report shows this action and the End of Year figure includes this.
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ANNEX C: Rent recovery – performance data for 2023/24: Quarters 1, 2, 3 and 4

Income Recovery – Housing Revenue Account – Income Team							
	Q1	Q2	Q3	Q4	Target	YTD	Comments
Current dwelling rent arrears at quarter end %	2.48%	2.47%	2.71%	2.21%	<5%	2.21%	It is pleasing to see that the Neighbourhood Officers were able to effect a reduction in the level of arrears through the year and that performance compares well to the target. The team endeavours to engage with tenants and to support those that may be experiencing financial difficulties.
Notice of Seeking possession served	52	89	72	80	N/A	293	These are served to protect the interests of the Council as a landlord. They are not eviction notices, as some people believe, because MDH does not have the authority to undertake an eviction without a possession order. The notice is exactly that, served to reinforce to the tenant that they owe rent and are in breach of their conditions of tenancy. The aim is to encourage tenants to remedy the breach and if they make an arrangement, or clear the debt in full, quite often no further action is necessary.
Judgement obtained	5	4	6	4	N/A	19	This is where a Court has made a ruling in connection with a request for a possession order made as a result of one or more tenancy breaches. Seeking possession is used as a means to make someone appreciate the seriousness of the situation and if someone engages with the Court or with MDH as a landlord, the outcome of the Court hearing is likely to be more favourable than if they do not.
Warrants issued	4	5	1	0	N/A	10	A warrant is issued by the Court if MDH has been able to successfully demonstrate that the possession order made during a Court hearing has been breached and the tenant has made no effort to remedy that breach. There were no warrants obtained during quarter 4 but 10 were obtained

							through the year. Eviction is seen as a last resort by Officers, who will continue to work with the tenant in an effort to help them to better sustain their tenancy even if there is a warrant in place. Tenants have the right to request a Stay of Execution in the run up to an eviction date and our team makes them aware of this. That provides another opportunity for them to engage with the Court and try to reach agreement on re-payment with our Officers. That is why the number of evictions is lower than the number of warrants obtained throughout the year.
Evictions on grounds of rent arrears	3	1	2	1	N/A	7	There was only one eviction during the last quarter of the year and 7 throughout the year. As stated, Officers will endeavour to work with tenants to ensure that they are not evicted but in some cases all attempts will fail and MDH has no option but to move forward in order to protect the interests of the Council.

ANNEX D: Building Repairs and Maintenance – performance data for 2023/24: Quarters 1, 2, 3 and 4

Homes and Neighbourhood & Community Standards – Housing Revenue Account – Building Services						
	Q1	Q2	Q3	Q4	YTD	Comments
Decent Homes Standard %	99.35%	99.24%	99.24%	99.24%	99.24%	<p>Target 100%</p> <p>There are 22 properties that are outstanding, all of which are on a future list of works.</p> <p>It should be noted that customer satisfaction, as shown by relevant surveys following planned maintenance work, is 94%.</p>
Emergency repairs completed on time %	97.84%	100.00%	98.73%	99.57%	99.00%	<p>The % of repairs completed within timescale is reflective of some longstanding staff resource issues, with there having been a number of long-term vacancies and/or sickness within the operative and admin team. The team has focussed on the most urgent works to ensure that these are completed on time, as well as those routine repairs having the most significant impact on tenants.</p> <p>For context, given the number of emergency repairs per month (~75), these figures represent a very small number of repairs, with the majority of these relating to communal external lighting whilst we prioritise domestic properties, or where 1 heater in a whole home is not working. In most cases, these are a small number of hours out of target.</p>
Urgent repairs completed on time %	97.26%	98.79%	99.67%	97.69%	98.41%	Target 95% - Above target

						Whilst still above target, we would always aspire to be as close to 100% as possible. The % of repairs completed within timescale is reflective of some longstanding staff resource issues, with there having been a number of long-term vacancies and/or sickness within the operative and admin team. The team has focussed on the most urgent works to ensure that these are completed on time, as well as those routine repairs having the most significant impact on tenants.
Routine repairs completed on time %	98.77%	99.58%	99.78%	99.61%	99.43%	Target 95% - Above target Whilst still above target, we would always aspire to be as close to 100% as possible. The % of repairs completed within timescale is reflective of some longstanding staff resource issues, with there having been a number of long-term vacancies and/or sickness within the operative and admin team. The team has focussed on the most urgent works to ensure that these are completed on time, as well as those routine repairs having the most significant impact on tenants.
Repairs completed first visit %	99.44%	98.71%	99.74%	98.92%	99.21%	Target 95% - Above target We are satisfied with this result, as this is a measure for which a performance close to 100% would be indicative of a poor value service. Whilst many repairs are completed at first visit, the complex nature of some repairs and need for

Voids*

Voids performance – Housing Revenue Account – Building Services and Allocations Teams						
	Q1	Q2	Q3	Q4	YTD	Comments
Standard voids including temporary accommodation	64.70	72.84	38.00	30.50	53.99	Target 35 working days. Higher than average numbers of Voids this year as well as the condition of those voids has impacted upon the team's ability to meet targets, although a QTR on QTR improvement can be seen we are aware that further work is needed to be able to achieve the target.
Major voids	168.75	142.00	80.47	69.83	111.57	Target 55 working days Higher than average numbers of Voids this year as well as conditions of those voids has impacted upon the team's ability to meet targets, although a QTR on QTR improvement can be seen we are aware that further work is needed to be able to achieve the target.
Decent homes voids	102.67	101.91	110.73	145.88	114.50	Target 90 working days We have had to prioritise both standard and major voids over decent homes voids which has meant that we have not been able to achieve the number of working days target this year. Decarbonisation works that are also required in these properties have also taken longer than hoped due to external resourcing issues.
Development voids	N/A	N/A	N/A	N/A	N/A	Target 1 calendar year

Occupancy rate (whole stock)	97.60%	97.33%	97.32%	97.19%	97.19%	Target 97% - Above target
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* Definitions and targets as per adopted Voids Management Policy 2023