

Annex A: Tenant Satisfaction Measures (TSMs) – performance data for 2024-25: Quarter 1 and 2

Overall Satisfaction						
	Q1	Q2	Q3	Q4	YTD	Comments
TP01: Overall satisfaction	N/A	N/A	N/A	N/A	N/A	Annual Indicator

Keeping Properties in Good Repair						
	Q1	Q2	Q3	Q4	YTD	Comments
TP02: Satisfaction with repairs	N/A	N/A	N/A	N/A	N/A	Annual Indicator
TP03: Satisfaction with time taken to complete most recent repair	N/A	N/A	NA	N/A	N/A	Annual Indicator
TP04: Satisfaction that the home is well maintained	N/A	N/A	N/A	N/A	N/A	Annual Indicator
RP01: Proportion of Homes that do not meet the Decent Homes Standard	0.72%	0.89%			0.89%	Target 0%. There are 26 properties that are outstanding, all of which are on a future list of works.
RP02: Repairs completed within target timescale	98.27%	99.25%			98.73%	This is combined figure for emergency repairs (Target 100%) and non-emergency repairs (Target 95%).

						<p>The 1.27% not completed within target is an improvement on Q1 but remains slightly below target. This continues to reflect the staff resource issues on the maintenance operative side, with a number of long term vacancies due to an inability to fill positions. Although MDH would always aim for 100%, the completions on target are still higher than we would otherwise expect, due to being able to pull resources from the commercial and voids team, as well as delay other more major works. This all has a detrimental effect on income and major works becoming urgent. Our priority is, and always has been on keeping people safe, which we have been able to do by appropriately triaging and completing the most urgent repairs.</p>
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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	N/A	Annual Indicator
BS01: Gas safety checks	100%	100%			100%	Target 100% - on target
BS02: Fire safety checks	100%	100%			100%	Target 100% - on target
BS03: Asbestos safety checks	79.53%	82.71%			82.71%	Target 80% (2024-25) therefore the in-year target has already been met. 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%	Target 100% - on target
BS05: Lift safety checks	100%	100%			100%	Target 100% - on target

Respectful and Helpful Engagement						
	Q1	Q2	Q3	Q4	YTD	Comments
TP06: Satisfaction that the landlord listens to tenant views and acts upon them	N/A	N/A	N/A	N/A	N/A	Annual Indicator

TP07: Satisfaction that the landlord keeps tenants informed about things that matter to them	N/A	N/A	N/A	N/A	N/A	Annual Indicator
TP08: Agreement that the landlord treats tenants fairly and with respect	N/A	N/A	N/A	N/A	N/A	Annual 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	N/A	Annual Indicator
CH01: Complaints relative to the size of the landlord	14	15			29	The number of complaints received during the first two quarters of this year is lower than the previous year but this is not expected to continue and initial data for Q3 shows an increase. The rent error issue may also have an exceptional adverse impact on the outturn for this measure for 2024-25 once Q3 and Q4 data is added.
CH02: Complaints responded to within Complaint Handling Code timescales	95.0%	100%			97.6%	Target 100% - below target Two complaints which were not responded to within the timescales during Q1, 100% performance was achieved in Q2.

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	N/A	Annual Indicator
TP11: Satisfaction that the landlord makes a positive contribution to neighbourhoods	N/A	N/A	N/A	N/A	N/A	Annual Indicator
TP12: Satisfaction with the landlord's approach to handling anti-social behaviour	N/A	N/A	N/A	N/A	N/A	Annual Indicator
NM01: Anti-social behaviour cases relative to the size of the landlord	1.35	4.40			5.76	This equates to four new cases in Q1 and thirteen new cases in Q2.

Annex B: Tenancy Enforcement Activities – performance data for 2024-25: Quarter 1 and 2

Neighbourhood & Community Standard – Housing Revenue Account – Estates Team						
	Q1	Q2	Q3	Q4	YTD	Comments
Fraud cases opened	2	0			2	<p>Still awaiting feedback on external fraud case referrals.</p> <p>The use of Community Protection Warnings by the service continues to be an encouraging tool in tackling ASB. This has already seen the progression to six Community Protection Notices being served, for some of our more persistent repeat offenders and overall compliance is high.</p>
Fraud cases referred to an external investigator	2	0			2	
Acceptable Behaviour Agreements signed	0	0			0	
Good Neighbourhood Agreements signed	0	0			0	
Community Protection Notice warnings issued	9	0			9	
Community Protection Notices issued	2	4			6	
Possession Actions commenced on grounds of ASB	0	2			2	
Closure Orders – obtained	0	0			0	
Injunctions sought	0	0			0	

Evictions on grounds of anti-social behaviour/ other tenancy breach	0	1			1	
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Annex C: Rent recovery – performance data for 2024-25: Quarter 1 and 2

Income Recovery – Housing Revenue Account – Income Team							
	Q1	Q2	Q3	Q4	Target	YTD	Comments
Current dwelling rent arrears at quarter end %	2.22%	2.29%			<5%	2.29%	Current rent cases are managed weekly to ensure early contact to keep arrears to a minimum and support tenants to maintain their rent and avoid escalating actions.
Notice of Seeking possession served	51	19			N/A	70	Notices served in order to protect the Council's interests whereby we can apply for possession of a property following 28 days after the notice is served if the tenant fails to make an arrangement or clear arrears in full.
Judgement obtained	1	2			N/A	3	Most common order is a suspended possession order whereby the tenant is advised to pay current weekly rent plus an agreed amount on top towards the arrears. If maintained the tenancy continues. Once arrears and court costs paid back the court order is deemed satisfied and removed from the tenants' records.
Warrants issued	0	0			N/A	0	Tenants failing to maintain their court order will be taken back to court for breach of the order. The District Judge will issue a warrant to evict based on the failure to meet the terms of the court order. Tenants in this position can apply for a 'Stay of Execution', whereby the District Judge can suspend the warrant to evict and agree new payment terms.

Evictions on grounds of rent arrears	3	1			N/A	4	Evictions are always a last resort, but this shows that the tenants in these cases failed to comply with a previous court order and/or did not take up an offer of advice/signposting to avoid eviction and make an arrangement to repay the debt they owed.
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Annex D: Building Repairs and Maintenance – performance data for 2024-25: Quarter 1 and 2

Homes and Neighbourhood & Community Standards – Housing Revenue Account – Building Services						
	Q1	Q2	Q3	Q4	YTD	Comments
Decent Homes Standard %	99.28%	99.11			99.11%	Target 100% - slightly below target There are 26 properties that are outstanding, all of which are on a future list of works
Emergency repairs completed on time %	100%	99.2%			99.6%	Target 100% - slightly below target, see section 4.0 of the main report
Urgent repairs completed on time %	97.7%	98.9%			98.3%	Target 95% - above target
Routine repairs completed on time %	98.5%	99.4%			98.9%	Target 95% - above target
Repairs completed first visit %	98.8%	98.4%			98.6%	Target 95% - above target
Gas safety checks %	100%	100%			100%	Target 100% - on target
Fire risk assessments %	100%	100%			100%	Target 100% - on target
Water safety checks (Legionella) %	100%	100%			100%	Target 100% - on target

Voids*

Voids performance – Housing Revenue Account – Building Services and Allocations Teams						
	Q1	Q2	Q3	Q4	YTD	Comments
Standard voids including temporary accommodation	44.24	44.05			44.13	Target 35 working days – below target. Whilst slightly outside of target there is an improvement on last year's figures where we finished the year with an average of 53.99 days.
Major voids including temporary accommodation	61.13	125.35			92.25	Target 55 working days Whilst outside of target there is an improvement on last year's figures where we finished the year with an average of 111.57 days.
Decent homes voids including temporary accommodation	141.00	161.20			149.08	Target 90 working days This type of Void is where MDH struggle the most due to current resourcing issues and the amount of works required to bring properties up to the Decent Homes standard.
Development voids	N/A	N/A			N/A	Target 1 calendar year
Occupancy rate (whole stock)	97.09%	96.82%			96.95%	Target 97% - slightly below target

* Definitions and targets as per adopted Voids Management Policy 2023