

**Annex A: Tenant Satisfaction Measures (TSMs) – performance data for 2024/25: Quarters 1, 2 and 3**

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

<b>Keeping Properties in Good Repair</b>						
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>YTD</b>	<b>Comments</b>
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%	1.06%		1.06%	Target 0.00% There are 31 properties that are outstanding, all of which are on a future list of works.
RP02: Repairs completed within target timescale	98.27%	99.25%	97.62%		98.31%	This is combined figure for emergency repairs (Target 100%) and non-emergency repairs (Target 95%).

<b>Maintaining Building Safety</b>						
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>YTD</b>	<b>Comments</b>
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%	99.96%		99.96%	Target 100%
BS02: Fire safety checks	100%	100%	100%		100%	Target 100% - on target
BS03: Asbestos safety checks	79.53%	82.71%	80.65%		80.65%	Target 80% (in year) – on target. 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%	Target 100% - on target
BS05: Lift safety checks	100%	100%	100%		100%	Target 100% - on target

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

tenant views and acts upon them						
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

<b>Effective Handling of Complaints</b>						
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>YTD</b>	<b>Comments</b>
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	16	20		49	The number of complaints received to date is now broadly in line with the same period for 23/24. The rent error issue has not had an exceptional adverse impact on the outturn for this measure for 2024-25 for Q3, however once Q4 data is added this position may change
CH02: Complaints responded to within	95.0%	100%	100%		98.6%	Target 100%

Complaint Handling Code timescales						Two complaints which were not responded to within the timescales during Q1. Since Q1, all complaints have been responded to within the timescales.
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<b>Responsible Neighbourhood Management</b>						
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>YTD</b>	<b>Comments</b>
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	2.36		8.10	This equates to four new cases in Q1, 13 new cases in Q2 and 7 new cases in Q3.

## Annex B: Tenancy Enforcement Activities – performance data for 2024/25: Quarters 1, 2 and 3

Neighbourhood & Community Standard – Housing Revenue Account – Estates Team						
	Q1	Q2	Q3	Q4	YTD	Comments
Fraud cases opened	2	0	3		5	<p>Still awaiting outcomes 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 several 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	3		5	
Acceptable Behaviour Agreements signed	0	0	0		0	
Good Neighbourhood Agreements signed	0	0	0		0	
Community Protection Notice warnings issued	9	0	2		11	
Community Protection Notices issued	2	4	0		6	
Possession Actions commenced on grounds of ASB	0	2	0		2	
Closure Orders – obtained	0	0	0		0	
Injunctions sought	0	0	0		0	

Evictions on grounds of anti-social behaviour/ other tenancy breach	0	1	0		1	
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### Annex C: Rent recovery – performance data for 2024/25: Quarters 1, 2 and 3

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%	2.55%		<5%	2.55%	
Notice of Seeking possession served	50	18	47		N/A	115	Served in order to enable the Council to apply to court following 28 days service, if the tenant does not make an arrangement to repay the debt then the Council can apply to court in order to secure our position.
Judgement obtained	1	2	2		N/A	5	Good practice to secure debts under court order, which allows the tenant to remain in the property but secures the Council's financial position.
Warrants issued	0	0	0		N/A	0	Likely to be an eviction in quarter 3 for a resident in use and occupation following as remaining former joint tenant left as a sole occupant in situ. Case would have gone through in Q2 however, delays with progressing this legally.
Evictions on grounds of rent arrears	3	1	0		N/A	4	It is a last resort to evict and the team are working with tenants to enable them to sustain their tenancies. Since the historic rent error issue came to light, any potential evictions of tenants who have been historically overcharged rent have been put on hold until any repayment position is understood on a case by case basis.



## Annex D: Building Repairs and Maintenance – performance data for 2024/25: Quarter 1, 2 and 3

Homes and Neighbourhood & Community Standards – Housing Revenue Account – Building Services						
	Q1	Q2	Q3	Q4	YTD	Comments
Decent Homes Standard %	98.76%	98.45%	97.57%		98.23%	Target 100%. As per TSM RP01, there are 31 properties that are outstanding, all of which are on a future list of works
Emergency repairs completed on time %	100%	99.2%	95.0%		97.46%	Target 100%  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 at the current salaries. 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.
Urgent repairs completed on time %	97.7%	98.9%	99.3%		98.8%	Target 95% - above target
Routine repairs completed on time %	98.5%	99.4%	98.3%		98.7%	Target 95% - above target
Repairs completed first visit %	98.8%	98.4%	97.6%		98.2%	Target 95% - above target

Gas safety checks %	100%	100%	99.96%		99.96%	Target 100% - just below target Gas safety check not completed in respect of one property
Fire risk assessments %	100%	100%	100%		100%	Target 100% - on target
Water safety checks (Legionella) %	100%	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	27.06		38.95	<p>Target 35 working days – below target overall but improvement in Q3.</p> <p>There are a number of key factors that are continuing to affect our ability to sustain outcomes within the overall void performance targets, they include record numbers of voids received, deteriorating standards of voids received, staffing shortages and redeployment. Processes involved around the development programme are also impacting where we are having to hold a number of voids so that we can meet the expectations of tenants who we are moving from properties that will be demolished and the fact that the works involved in these voids are greatly increased.</p>
Major voids	61.13	125.35	69.11		85.51	<p>Target 55 working days</p> <p>As above.</p>
Decent homes voids	141.00	161.20	167.25		153.48	<p>Target 90 working days</p> <p>As above.</p>
Development voids	N/A	N/A	N/A		N/A	Target 1 calendar year
Occupancy rate (whole stock)	97.09%	96.82%	96.69%		96.69%	Target 97%

						As previously highlighted the occupancy rate has dropped below target due to the number of new properties being brought into our ownership at once, for example St Georges Court and several modular schemes. We believe this is a short time anomaly in the figures.
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\* Definitions and targets as per adopted Voids Management Policy 2023