

Annex A: Tenant Satisfaction Measures (TSMs) – performance data for 2024/25: 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	70%	<p>Annual Indicator.</p> <p>This has risen by 7.6% from 23/24. Overall satisfaction across all RPs was 70% in 23/24. National benchmarking data for all Registered Providers of social housing (RPs) will be released later in the year once all providers have submitted their results.</p>

Keeping Properties in Good Repair						
	Q1	Q2	Q3	Q4	YTD	Comments
TP02: Satisfaction with repairs	N/A	N/A	N/A	N/A	72%	<p>Annual Indicator.</p> <p>This has risen by 8.2% from 23/24. Performance is strong and it's positive the results have improved but we recognise there is more to do in terms of satisfaction around Repairs. Repairs satisfaction surveys now take place after each repair, the results of which are positive (78.96% satisfaction) and will lead to further insight into how we can improve performance in this area with tenants having the option to provide more detailed feedback compared to the TSMs.</p> <p>The overall satisfaction with repairs in 23/24 across all RPs was 75%. Benchmarking data for 24/25 will be available later in the year.</p>

TP03: Satisfaction with time taken to complete most recent repair	N/A	N/A	NA	N/A	71%	<p>Annual Indicator.</p> <p>This has risen by 13.5% from 23/24. The overall satisfaction with the time taken to complete the most recent repair across all RPs in 23/24 was 69%. Benchmarking data for 24/25 will be available later in the year.</p>
TP04: Satisfaction that the home is well maintained	N/A	N/A	N/A	N/A	73%	<p>Annual Indicator.</p> <p>This has risen by 7.7% from 23/24. The overall satisfaction that the home is well maintained across all RPs in 23/24 was 70%. Benchmarking data for 24/25 will be available later in the year.</p>
RP01: Proportion of Homes that do not meet the Decent Homes Standard	0.72%	0.89%	1.06%	0.48%	0.48%	<p>Target 0.00%</p> <p>There are 14 properties with access that do not meet the Decent Homes Standard</p>
RP02: Repairs completed within target timescale	98.27%	99.25%	97.26%	97.97%	98.13%	<p>Target 100%</p> <p>This is slightly below last year's score and is reflective of longstanding staff resource issues, with a number of long term vacancies and/or sickness within the operative team. With ongoing issues as such, urgent repairs work is focussed on alongside routine repairs which have the most significant impact on tenants.</p>

Maintaining Building Safety						
	Q1	Q2	Q3	Q4	YTD	Comments
TP05: Satisfaction that the home is safe	N/A	N/A	N/A	N/A	79%	Annual Indicator. This has risen by 7.4% from 23/24. The overall satisfaction that the home is safe across all RPs in 23/24 was 77%. Benchmarking data for 24/25 will be available later in the year.
BS01: Gas safety checks	100%	100%	99.96%	99.96	99.96%	Target 100%
BS02: Fire safety checks	100%	100%	100%	100%	100%	Target 100% - On target
BS03: Asbestos safety checks	79.53%	82.71%	80.65%	82.31%	82.31%	There is a plan in place to carry out 300 surveys a year and reach the goal of 100% by 2026. This score has risen from 77.64% last year.
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 tenant views and acts upon them	N/A	N/A	N/A	N/A	54%	Annual Indicator. This has risen by 3.4% from 23/24. Although the score has risen, this is an area where improvements need to be made. It is also important to note this score is generally lower across all RPs. The overall satisfaction that the landlord listens and acts across all RPs in 23/24

						was 58%. Benchmarking data for 24/25 will be available later in the year.
TP07: Satisfaction that the landlord keeps tenants informed about things that matter to them	N/A	N/A	N/A	N/A	74%	Annual Indicator. This has risen by 11.8% from 23/24. Work continues in improving communications through a variety of means which has helped inform this score. The overall satisfaction that the landlord keeps tenants informed across all RPs in 23/24 was 65%. Benchmarking data for 24/25 will be available later in the year.
TP08: Agreement that the landlord treats tenants fairly and with respect	N/A	N/A	N/A	N/A	78%	Annual Indicator. This has risen by 8.2% from 23/24. The overall satisfaction that the landlord treats tenants fairly and with respect across all RPs in 23/24 was 70%. Benchmarking data for 24/25 will be available later in the year.

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	37%	Annual Indicator. This has risen by 14.8% from 23/24. Although still a low score, this is the norm across housing providers. The overall satisfaction with the landlord's approach to complaints across all RPs in 23/24 was 35%. Benchmarking data for 24/25 will be available later in the year.

CH01: Complaints relative to the size of the landlord	15	16	20	23	73.2	The number of complaints received each quarter is rising. Similar is being seen across other RPs and is a reflection of the higher publicity of the Housing Ombudsman service and the complaints procedure available within the Council.
CH02: Complaints responded to within Complaint Handling Code timescales	95.35%	100%	100%	100%	99.07%	<p>Target 100%</p> <p>There were only two complaints which were not responded to within timescale. This score has risen from 97.33% from 23/24.</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	65%	Annual Indicator. This has risen by 15.7% from 23/24. The overall satisfaction with the communal areas across all RPs in 23/24 was 68%. Benchmarking data for 24/25 will be available later in the year
TP11: Satisfaction that the landlord makes a positive contribution to neighbourhoods	N/A	N/A	N/A	N/A	63%	Annual Indicator. This has risen by 13.1% from 23/24. The overall satisfaction with making a positive contribution to neighbourhoods across all RPs in 23/24 was 58%. Benchmarking data for 24/25 will be available later in the year
TP12: Satisfaction with the landlord's approach to handling anti-social behaviour	N/A	N/A	N/A	N/A	56%	Annual Indicator. This has risen by 6.4% from 23/24. The overall satisfaction with the landlords approach to anti-social behaviour across all RPs in 23/24 was 57%. Benchmarking data for 24/25 will be available later in the year.
NM01: Anti-social behaviour cases relative to the size of the landlord	1.35	4.40	2.36	1.69	9.83	There is a considerable range of anti-social behaviour cases reported by landlords as published by the Regulator as reported in the 23/24 results for comparison. From 21 cases per 1000 homes in the lower quartile to 57 cases per 1000 homes in the upper quartile. MDH operates from rural areas, therefore this lower score is expected compared to RPs within built up areas.

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	4	0	6	<p>The performance data categories within this section relate to formal action and so whilst it may not look like many actions have been taken throughout the year, in most cases, a large amount of work will have been done in the background to manage estate issues. This includes partnership working, evidence gathering and meeting with tenants. This work often leads to interventions which resolve issues without the need for formal escalation such as those listed on the left, resulting in positive outcomes for tenants.</p> <p>2 more fraud cases were opened in 24/25 compared to 23/24, this shows the team are working proactively to tackle tenancy fraud.</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. The data shows that the Neighbourhood Officers have been successfully utilising this authority to combat tenancy breaches.</p>
Fraud cases referred to an external investigator	2	0	4	0	6	
Acceptable Behaviour Agreements signed	0	0	0	0	0	
Good Neighbourhood Agreements signed	0	0	0	0	0	
Community Protection Notice warnings issued	9	0	2	4	15	
Community Protection Notices issued	2	4	0	4	10	
Possession Actions commenced on grounds of ASB	0	2	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	1	0	0	1	

Annex C: Rent recovery – performance data for 2024/25: 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 %	2.22%	2.29%	2.55%	1.55%	<5%	1.55%%	Rent arrears for the year sits at 1.55% compared to 2.21% in 23/24 with performance well within target. The team continues to engage with tenants and supports those that may be experiencing financial difficulties.
Notice of Seeking possession served	51	17	47	55	N/A	170	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. 170 Notice of Seeking possessions were given in 24/25 compared to 293 in 23/24.
Judgement obtained	1	2	2	2	N/A	7	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. 7 Judgements were obtained in 24/25 compared to 19 in 23/24.
Warrants issued	0	0	0	2	N/A	2	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 quarters 1, 2 and 3 with only 2 obtained in quarter 4. For comparison, 10 warrants were issued in 23/24. 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.
Evictions on grounds of rent arrears	3	1	0	1	N/A	5	There were fewer evictions this year, compared to 23/24 which saw 7. 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 2024/25: Quarter 1, 2, 3 and 4

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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	37.41	38.59	Target 35 working days.
Major voids	61.13	125.35	69.11	96.20	89.03	Target 55 working days
Decent homes voids	141.00	161.20	167.25	213.57	164.00	Target 90 working days
Development voids	N/A	N/A	N/A	N/A	N/A	Target 1 calendar year
Occupancy rate (whole stock)	97.09%	96.82%	96.69%	97.195	97.19%	Target 97%

* Definitions and targets as per adopted Voids Management Policy 2023