

Annex A: Tenant Satisfaction Measures (TSMs) – performance data for 2025-26: Quarter 1

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	0.68%				0.68%	There are 17 properties that are outstanding, all of which are on a future list of works.
RP02: Repairs completed within target timescale	93.8%				93.8%	Target 95% A number of jobs were unfortunately not completed within the required timescales mainly due to resourcing issues, but

						additionally line management changes implemented in April also had a negative effect on a small number of jobs.
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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	99.96%				99.96%	Target 100% There was one expired property which was as a result of a contractual failing. A default notice will be issued to the contractor.
BS02: Fire safety checks	100%				100%	Target 100% - On target
BS03: Asbestos safety checks	89.08%				89.08%	There is a plan in place to reach the goal of 100% by 31 March 2026
BS04: Water safety checks	100%				100%	Target 100% - On target
BS05: Lift safety checks	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 TSM 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: TSM Complaints relative to the size of the landlord	20				20	The number of complaints received during the first quarter of this year was higher than the previous year, a 33% increase. Ombudsman outreach and internal communications around tenant rights related to complaints may have contributed to this.

						The new complaints reporting system on the CRM also means it is now easier for tenants to make complaints.
CH02: TSM Complaints responded to within Complaint Handling Code timescales	100.0%				100.0%	Target 100% - On target

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	2.06				2.06	This equates to 6 cases, which is an increase of 2 on the same period last year.

Annex B: Tenancy Enforcement Activities – performance data for 2025-26: Quarter 1

Neighbourhood & Community Standard – Housing Revenue Account – Estates Team						
	Q1	Q2	Q3	Q4	YTD	Comments
Fraud cases opened	0				0	The team have been able to issue Community Protection Warnings and Community Protection notices for a reasonable time now and are being proactive in using this tool. This is making a difference to the outcomes we can achieve on our estates.
Fraud cases referred to an external investigator	0				0	
Acceptable Behaviour Agreements signed	0				0	
Good Neighbourhood Agreements signed	0				0	
Community Protection Notice warnings issued	7				7	
Community Protection Notices issued	1				1	
Possession Actions commenced on grounds of ASB	0				0	
Closure Orders – obtained	0				0	
Injunctions sought	0				0	

Evictions on grounds of anti-social behaviour/ other tenancy breach	1				1	One tenant has finally been evicted after many years of ASB & nuisance.
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Annex 3: Rent recovery – performance data for 2025-26: Quarter 1

Income Recovery – Housing Revenue Account – Income Team							
	Q1	Q2	Q3	Q4	Target	YTD	Comments
Current dwelling rent arrears at quarter end %	1.78%				<5%	1.78%	Rent arrears are below target and in a better position than at the same time last year which is reflection of the hard work carried out by the team. Current 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	39				N/A	39	Notices are 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	4				N/A	4	Judgements are obtained when we have successfully taken a case to court. The 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.
Warrants issued	0				N/A	0	Warrants are issued when tenants have not complied with an eviction order or the terms of a suspended possession. The warrant in relation to the eviction noted below was applied for in Qtr 4 of 2024/25
Evictions on grounds of rent arrears	1				N/A	1	Whilst this eviction was granted on the basis of rent arrears, there were others factors involved in this case which led to this outcome. This can often be the case with rent arrears building as a result of other actions.

Annex D: Building Repairs and Maintenance – performance data for 2025-26: Quarter 1

Homes and Neighbourhood & Community Standards – Housing Revenue Account – Building Services						
	Q1	Q2	Q3	Q4	YTD	Comments
Decent Homes Standard %	99.32%				99.32%	Target 100% There are 17 properties that do not meet the Decent Homes Standard, all of which are on a future list of works
Emergency repairs completed on time %	99.1%				99.1%	Target 100% Unfortunately we attended two jobs outside of target within April although they were low risk external repairs where we had to prioritise others that were more urgent, extremely high numbers within April made this a challenging target this QTR
Urgent repairs completed on time %	94.7%				94.7%	Target 95% A number of no access appointments has meant we have slightly missed the target.
Routine repairs completed on time %	93.7%				93.7%	Target 95% A number of jobs were unfortunately not completed within the required timescales mainly due to resourcing issues, but additionally line management changes implemented in April also had a negative effect on a small number of jobs.
Repairs completed first visit %	97.1%				%	Target 95% On target

Gas safety checks %	99.96%				99.96%	Target 100% There was just one property which had expired which was as a result of a contractual failing. A default notice will be issued to the contractor
Fire risk assessments %	100%				100%	Target 100% - On target
Water safety checks (Legionella) %	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					Target 35 working days. Resourcing has unfortunately had an impact on our ability to turn Voids around as quickly as hoped, although this average is an improvement on the last financial years.
Major voids	61.13					Target 55 working days Resourcing has unfortunately had an impact on our ability to turn Voids around as quickly as hoped, although this average is an improvement on the last financial years.
Decent homes voids	141.00					Target 90 working days

						As well as the previously mentioned resourcing issues faced, timescales around decarbonisation and Asbestos removal works have increased the average time for this Decent Homes Voids.
Development voids	N/A					Target 1 calendar year
Occupancy rate (whole stock)	97.09%					Target 97% Above target

Annex E: MDH Complaint Handling Data – performance data for 2025-26: Quarter 1

Effective Handling of MDH Complaints						
	Q1	Q2	Q3	Q4	YTD	Comments
No. of Stage 1 Complaints received	48					No Target Three more complaints received compared to 2024-2025.
Percentage of Stage 1 Complaints responded to on time	100%					Target 100%
Percentage of Stage 1 Complaints Upheld	35.7%					No Target Less complaints upheld in Q1 compared to 2024-2025 (15.11% less). The rise in awareness or media focus e.g. on damp and mould can lead to more emotionally charged but not always substantiated complaints.
No. of Stage 2 Complaints	14					No Target Stage 2 complaints were higher this quarter compared to 2024-2025 of which 4 Stage 2 complaints were received. Ombudsman outreach and internal communications around tenant rights related to complaints may have contributed to this. The new complaints reporting system on the CRM also means it is now easier for tenants to make complaints. Monthly complaints

						meetings take place, where patterns or themes for the Stage 2 complaints will be discussed.
Percentage of Stage 2 Complaints responded to on time	100%					<p>Target 100%</p> <p>No change compared to 2024-2025.</p>
Percentage of Stage 2 Complaints Upheld	33.3%					<p>No Target</p> <p>More Stage 2 complaints upheld in Q1 compared to 2024-2025. Further review of Stage 1 responses may be required to improve early resolution and reduce avoidable escalations, this will be discussed at monthly complaints meetings.</p>

