

Report for: HOMES POLICY DEVELOPMENT GROUP

Date of Meeting:	18 November 2025
Subject:	MID DEVON HOUSING (MDH) SERVICE DELIVERY REPORT FOR Q2 2025-26
Cabinet Member:	Councillor Jane Lock, Cabinet Member for Housing, Assets and Property
Responsible Officer:	Simon Newcombe, Head of Housing and Health
Exempt:	None
Wards Affected:	All wards
Enclosures:	Annex A: Tenant Satisfaction Measures (TSMs) – performance data for Q2 2025-26 Annex B: Tenancy Enforcement Activities – performance data for Q2 2025-26 Annex C: Rent Recovery – performance data for Q2 2025-26 Annex D: Building Repairs and Maintenance – performance data for Q2 2025-26 Annex E: Complaints data for Q2 2025-26 Annex F: Voids – performance data for Q2 2025-26

Section 1 – Summary and Recommendation(s)

This report has been presented in support of an ongoing commitment to provide a quarterly update to Members on activity undertaken by Mid Devon Housing (MDH), including some relating to enforcement.

It also contains relevant information relating to performance as measured in line with the guidance relating to the Tenant Satisfaction Measures (TSMs). The Regulator of Social Housing (RSH) requires Registered Providers of social housing (RPs) to provide a report on a set of TSMs which includes perception and performance data.

The aim of this report is to provide an update on relevant data, some of which is required as part of the TSM submission, where available, to provide assurance and set out a broad scorecard of performance across the service.

New to the report is Annex E which provides quarterly updates on complaints data for the first time. This will not replace the comprehensive annual report provided to the PDG (for example the 2024/25 report considered at the PDG in June), however it will give Members more up to date and ongoing information on complaints performance and trend throughout the year.

Recommendation(s):

That the PDG notes the outturn performance for Quarter 2 2025-26.

Section 2 – Report

1 Introduction

- 1.1. MDH has approximately 3,000 homes in its management located across the District.
- 1.2. This report provides a summary of activity and performance for Q2 ending 30th September.
- 1.3. In accordance with this, data for Quarter 2 is provided in the following Annexes:
 - Annex A: Tenant Satisfaction Measures (TSMs)
 - Annex B: Tenancy Enforcement Activities
 - Annex C: Rent recovery
 - Annex D: Building Repairs & Maintenance
 - Annex E: Complaints

2 Assurance requirements and reporting

- 2.1 RPs are required by the RSH to provide effective assurance to Members, and this should include relevant, updated performance data relating to service delivery.
- 2.2 The RSH takes a co-regulatory approach which means that Members are responsible for ensuring that MDH is meeting their standards. There are currently four consumer standards which were recently implemented following the implementation of the Social Housing (Regulation) Act 2023. Currently, RPs such as MDH are expected to have due regard to the required outcomes and specific expectations as set out in these standards, which are:
 - The Safety and Quality Standard
 - The Tenancy Standard

- The Transparency, Influence and Accountability Standard
 - The Neighbourhood & Community Standard
- 2.3 The Rent Standard, an economic standard, also applies and MDH is required to have regard to this.
- 2.4 Members also have a responsibility to ensure that MDH is being open and accountable regarding how the organisation meets its objectives. In line with the principles of co-regulation, RPs are also required to support tenants so that they can shape and scrutinise service delivery and hold Members to account.
- 2.5 The mandated TSMs are split into perception indicators informed by tenant surveys, set out in paragraph 2.6, and management data. As the management data recorded locally, the initial quarterly results are shown in Annex A. The aim is to assure Members that data is being collected whilst noting these are ultimately annual returns and only the annual outturn figure is relevant.
- 2.6 Perception data, in line with regulatory requirements, is currently collected through independent surveys which we have chosen to complete quarterly then aggregated and verified against the RSH reporting requirements at year end. This gives more data that is also more representative than that collected from a single snapshot survey. The aggregated results for these survey based TSMs will therefore not be available until after the final survey in Q4.
- 2.7 During these surveys, individual tenants are given an opportunity to provide limited feedback in response to some questions, with the option to do this anonymously. Many tenants choose to give their name and address, enabling the housing team to follow-up.
- 2.8 This work was procured by a partnership involving MDH and two other local authority providers with retained housing stock. As a result, there will be opportunities for local benchmarking alongside national benchmarking once the RSH has collected all relevant data and it has been published, provided that all partners wish to participate.
- 2.9 The overall, final TSM outcomes and return to the RSH is due to be reported by 30 June 2026.
- 2.10 The work of different teams within MDH is shown in the annexes as set out below. Information is provided on key areas of work. It is important for Members to be assured that the homes in management are safe and secure and to understand how teams are performing in relation to certain indicators relating to tenancy and estate management. There are legislative and regulatory requirements which RPs must adhere to. However, it is also

important that service delivery also takes account of MDH's own policies and good practice.

2.11 This service delivery report sets out the following specific data:

- 12 performance data TSMs
- 10 perception survey data TSMs (annual survey data)
- Tenancy enforcement data
- Rent collection and debt data
- Full repairs data including Decent Homes
- Voids data (metrics determined by updated Voids Management Policy)
- Complaints data (metrics determined by the Housing Ombudsman Complaints Handling)

2.12 The TSMs include three measures designed to demonstrate how RPs are performing with regard to service delivery in connection with complaints. If a tenant remains dissatisfied following the conclusion of their complaint, they can escalate that complaint to the Housing Ombudsman Service (HOS). In the regulatory framework the role of the HOS has been expanded. Every year, RPs must undertake a review of compliance against the Complaints Handling Code, issued by the HOS which forms the basis of our annual report. As noted in the introduction, the full annual report will continue to be provided but additional quarterly updates on complaints have been added to the service delivery report to enable Members to track performance throughout the year.

2.13 In addition, it should be noted that there is a Memorandum of Understanding between the HOS and the RSH which allows the transfer of information with the aim of ensuring that any regulatory failings associated with service delivery as performed by RPs are identified and dealt with in the most appropriate way.

3 Performance and context

3.1 Annexes A to E contain comments and narrative on performance provided against specific metrics and there is further context provided below.

3.2 The results of the 2024-25 TSM results are published on the website. The results increased for each TSM question compared to 2023-24. The smallest increase was +3.4% for how the tenant feels their landlord listens and acts. The biggest increase was for how satisfied tenants are with their communal areas, +15.7%. These results will be followed by the 2025-26 results next year.

3.7 MDH team leaders meet with senior managers monthly to discuss performance against a range of indicators across the business. This delivers a greater understanding and insight and ensures that performance is routinely monitored which in turn delivers an understanding of any pressures. This informs the allocation of resources, as appropriate.

4 Building Services

- 4.1 Performance relating to this area of work is dependent upon having a full complement of operatives who have the necessary skills to manage the workload. Unfortunately, there were some challenges regarding recruitment last year due to prevailing market conditions. This, combined with issues such as long-term sickness, can impact on the ability of the team to manage its priorities. For this reason, priority was given to completing the most urgent works to ensure that they were completed on time, as well as to those routine repairs having the most impact upon tenants. Similar issues also affected the administrative team responsible for processing repairs requests.
- 4.2 Recruitment pressures had begun to ease during Quarter 1 but unfortunately, we have a few key trade role positions become vacant during Quarter 2. The vacant Disrepair and Repair Manager has now been appointed and is due to start before the end of November.
- 4.3 Taking these resourcing issues into account, managers are satisfied with the level of performance, especially as the majority of targets have been met, although, there is, of course, always room for improvement to ensure that 100% of repairs are completed on time.
- 4.4 Customer satisfaction with planned maintenance remains strong despite some challenging performance issues associated with a very limited number of contractors.

5 Building Services – voids specific

- 5.1 The team which manages this work has been busy this year managing a much higher than average number of voids in both the housing revenue account and on behalf of the general fund strategic housing functions. The condition of the properties being returned has on occasions, been poor, and it is a combination of these factors which has impacted the ability of the team to achieve set targets. Standard and major voids have been prioritised to ensure that the supply of available homes is maintained. However, some work, including that relating to decarbonisation, continues to take longer than hoped due to external resourcing issues and therefore the target relating to the turnaround time for these properties was missed.
- 5.2 The occupation rate target of 97% was not maintained during Quarter 2, but this can be attributed to the onboarding of the 28 flats at St Georges Court and the pending demolition of 14 empty properties that remain categorised as a void until demolished.

6 Tenancy and Estate Management

- 6.1 The Neighbourhood team works in partnership with other agencies to manage tenancy-related issues and those on the MDH estates, including anti-social behaviour. A new Officer was recruited and commenced work in July 2025, although, the team has still faced periods of staff absence. The team is now at full capacity regarding Neighbourhood Officers. Annex 2 shows performance regarding some of the tools available to the team. Many of these can be used to support the management of reports of nuisance and anti-social behaviour.
- 6.2 In line with good practice, our Officers aim to address reported issues at the earliest opportunity. This may involve a variety of approaches, such as collaborative working with partner agencies, informal mediation by team members or referrals for formal mediation where appropriate. As a result, the data presented may not fully capture the breadth and complexity of the work involved in managing cases of nuisance and anti-social behaviour.
- 6.3 The Vacant Tenancy Manager role has also been filled during Quarter 2 which is a key role within the updated service structure and will help in easing pressure on day-to-day and longer-term decision making.

7 Income Collection

- 7.1 The Income Neighbourhood team collection rates for both current rent and former tenant debt is well within the target of <5%. This continues to be encouraging given the historic rent error judgement and pressure to support its resolution. This is in parallel with managing a cohort of tenants challenging MDH on their rent and rent payment position, especially those tenants we have overcharged. The team continues to engage with tenants and supports those that may be experiencing financial difficulties.
- 7.2 In managing rent arrears, the team adopts a supportive and empathetic approach, working proactively with tenants to address any financial difficulties they may be facing. Tenants are encouraged to engage with the service, and where appropriate, are offered referrals to debt counselling and money advice services. The overarching goal is to foster a culture where all tenants are supported in maintaining their rent payments. To help achieve this, the team provides realistic and manageable repayment plans tailored to their individual circumstances.

8 Complaints

- 8.1 All complaints at both Stage 1 and Stage 2 were handled within target, despite receiving 27 more complaints than the end of Quarter 2 2024/25. The increase in complaints may well be contributed to by the Ombudsman continued outreach as well as our own internal communications about tenants' rights

relating to complaints. The new complaints reporting system on the CRM also means it is now easier for tenants to make complaints.

8 Recommendation

8.1 The following recommendation is made:

That the PDG notes the outturn performance for Quarter 2 2025-26.

Financial Implications

The activity of MDH is funded through the Housing Revenue Account (HRA). The HRA is ring fenced and subject to specific financial controls. The Housing Ombudsman Service (HOS) charges a mandatory membership fee based on the number of homes in the management of the registered provider (RP) of social housing.

Legal Implications

The tenancy agreement defines MDH's relationship with tenants and sets out the rights and responsibilities of both parties. This takes account of legal and regulatory requirements. The Council is an RP and therefore is required to comply with the regulatory framework operated by the RSH. The regulatory framework has been reviewed. The Transparency, Influence and Accountability Standard contains provisions relating to the management of complaints. There is also a requirement for MDH to manage complaints in accordance with the Complaints Handling Code (the Code) which is issued by the HOS. Landlords are expected to self-assess against the Code. Landlords are required to use the learning from complaints to drive service improvement. Following publication of the Social Housing White Paper in late 2020, the Social Housing Regulation Act 2023, has now been implemented and gone into statute.

Risk Assessment

The Council has approximately 3,000 homes in management and the performance of MDH impacts upon the lives of many thousands of tenants and their families. This represents a huge responsibility and investment, consequently a major area of risk. Not providing an effective housing management service has the potential to result in failure to meet legal and statutory obligations including those relating to health and safety issues, repairs obligations, tenancy fraud, and reputational issues which could result in our tenants feeling stigmatised. Failure to collect rental income could impact the ability to fund necessary management and maintenance activities.

Finally, a failure to provide adequate information on service performance for the purposes of governance and scrutiny is a specific area of non-compliance with the requirements of the RSH. This regulator has new powers to impose performance improvements and potentially fine registered providers where performance is poor and/or adequate assurance is not provided.

Impact on Climate Change

None directly arising from this report.

Equalities Impact Assessment

MDH has a collection of housing related policies. The use of these helps to ensure that service delivery is consistent and fair. These are currently being reviewed with the aim of aligning them more closely with the Regulatory Standards. There is a regulatory requirement for registered providers of social housing to tailor their services to meet the needs of tenants. MDH requests diversity data from tenants to enable compliance to be monitored. MDH is required to work with people from all sections of society and having an agreed policy ensures that all tenants and other stakeholders are treated in the same way with adjustments being made to meet their needs, as necessary. The Housing Ombudsman Service Complaints Handling Code which MDH adhere to also requires landlords to have an awareness of accessibility so residents are easily able to access the complaints procedure via several routes.

Our “Getting to Know You” project has been designed to refresh our knowledge relating to the diversity of our tenants and over the next two years, we will be surveying them in an effort to better understand their needs.

Relationship to Corporate Plan

Homes are a priority for the Council, and this includes increasing the supply of affordable homes in the District and also supporting and growing active tenant engagement

Section 3 – Statutory Officer sign-off/mandatory checks

Statutory Officer: Andrew Jarrett

Agreed by or on behalf of the Section 151 Officer

Date: 6.11.25

Statutory Officer: Maria de Leburne

Agreed on behalf of the Monitoring Officer

Date: 6.11.25

Chief Officer: Stephen Walford

Agreed by or on behalf of the Chief Executive/Corporate Director

Date: 6.11.25

Performance and risk: Stephen Carr

Agreed on behalf of the Corporate Performance & Improvement Manager

Date: 03/11/2025

Cabinet member notified: Yes

Section 4 - Contact Details and Background Papers

Contact: Simon Newcombe, Head of Housing and Health

Email: snewcombe@middevon.gov.uk

Telephone: 01884 255255

Background papers:

Mid Devon Housing Strategies and Policies:

[Procedures, Policies and Strategies - MIDDEVON.GOV.UK](#)

The Regulatory Framework for Social Housing:

[Regulatory framework - GOV.UK \(www.gov.uk\)](#)

Tenant Satisfaction Measures:

[Tenant Satisfaction Measures Standard - GOV.UK \(www.gov.uk\)](#)

Housing Ombudsman Complaints Handling Code:

[Complaint Handling Code | Housing Ombudsman Service \(housing-ombudsman.org.uk\)](#)