

Annex A: Tenant Satisfaction Measures (TSMs) – performance data for 2025/26: Quarters 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	0.59%	0.58%			0.58%	There are 17 properties with access that are outstanding, all of which are on a future list of work
RP02: Repairs completed within target timescale	92.79%	97.39%			95.14%	Target 95% A welcome improvement in repairs completed within target timescales putting us back above the performance target.

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%			99.96%	Target 100% There was one expired property
BS02: Fire safety checks	100%	100%			100%	Target 100% - On target
BS03: Asbestos safety checks	89.08%	91.34%			91.34%	Target 100% There is a plan in place to reach the goal of 100% by 31 March 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 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			40	Increased from 29 from the previous year. 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	100.0%	100.0%			100.0%	Target 100% - On target

Complaint Handling Code timescales						
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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	2.38			4.42	This equates to 7 cases for Quarter 2.

Annex B: Tenancy Enforcement Activities – performance data for 2025/26: Quarters 1 and 2

Neighbourhood & Community Standard – Housing Revenue Account – Estates Team						
	Q1	Q2	Q3	Q4	YTD	Comments
Fraud cases opened	0	0			0	No fraud cases were reported in quarter two.
Fraud cases referred to an external investigator	0	0			0	
Acceptable Behaviour Agreements signed	0	0			0	
Good Neighbourhood Agreements signed	0	0			0	
Community Protection Warnings issued	9	1			10	There was one CPW served. This is highly likely to progress to a CPN.
Community Protection Notices issued	1	0			1	It was pleasing to see that it was necessary to serve any CPNs.
Possession Actions commenced on grounds of ASB	1	1			2	This was not a Notice of Seeking Possession on a standard MDH tenancy but rather a Notice to Quit on a temporary accommodation licence.
Closure Orders – obtained	0	0			0	
Injunctions sought	0	0			0	
Evictions on grounds of anti-social behaviour/ other tenancy breach	1	0			1	

Annex C: Rent recovery – performance data for 2025/26: Quarters 1 and 2

Income Recovery – Housing Revenue Account – Income Team							
	Q1	Q2	Q3	Q4	Target	YTD	Comments
Current dwelling rent arrears at quarter end %	1.78%	1.79%			<5%	1.79%	Rent arrears are holding steady below the 5% target. 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	25			N/A	64	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. Similar numbers served in Qtrs 1 & 2.
Judgement obtained	4	0			N/A	4	No change from Quarter 1
Warrants issued	0	0			N/A	0	No change from Quarter 1
Evictions on grounds of rent arrears	1	0			N/A	1	No change from Quarter 1

Annex D: Building Repairs and Maintenance – performance data for 2025/26: Quarters 1 and 2

Homes and Neighbourhood & Community Standards – Housing Revenue Account – Building Services						
	Q1	Q2	Q3	Q4	YTD	Comments
Decent Homes Standard %	99.4%	99.4%			99.4%	Target 100% There are 17 properties with access that do not meet the Decent Homes Standard, all of which are on a future list of works
Emergency repairs completed on time %	94.2%	99.3%			96.7%	Target 100% One emergency repair was completed outside of the target response time within QTR2 but this was an external lighting issue where other lights were operational but still classed as an ‘emergency’ although the repair was still completed within 30 hours.
Urgent repairs completed on time %	97.1%	96.1%			96.5%	Target 95% Above target
Routine repairs completed on time %	93.1%	97.6%			95.4%	Target 95% Above target
Repairs completed first visit %	97.1%	98.7%			97.9%	Target 95% Above target
Gas safety checks %	99.96%	99.96%			99.96%	Target 100% There was just one property which had expired
Fire risk assessments %	100%	100%			100%	Target 100% - On target
Water safety checks (Legionella) %	100%	100%			100%	Target 100% - On target

Annex E: MDH Complaint Handling Data – performance data for 2025/26: Quarters 1 and 2

Effective Handling of MDH Complaints						
	Q1	Q2	Q3	Q4	YTD	Comments
No. of Stage 1 Complaints received	48	56			104	No Target 16 more complaints received compared to 2024-2025. 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.
Percentage of Stage 1 Complaints responded to on time	100%	100%			100%	Target 100% On Target
Percentage of Stage 1 Complaints Upheld	37.5%	51.7%			45.2%	No Target Less complaints upheld in 25-26 compared to 24-25. While volume of complaints has increased, proportion being upheld has declined compared to 24-26. This may reflect improved internal resolution, clearer communication with tenants or even external pressures such as social housing having a larger media presence over the previous months resulting in heightened expectations.
No. of Stage 2 Complaints	14	9			23	No Target 11 more Stage 2 Complaints received in 25-26, compared to 24-25. This could reflect the improved awareness of the complaints process, or a shift in tenant expectations around service standards and accountability.

Percentage of Stage 2 Complaints responded to on time	100%	100%			100%	Target 100% On Target
Percentage of Stage 2 Complaints Upheld	28.6%	44.4%			34.8%	No Target Similar to Stage 1 complaints, the amount upheld has decreased compared to 24-25. Complaints are being better addressed at Stage 1 with comprehensive documentation and response at Stage 1, making it harder to uphold complaints that reach Stage 2. Some complaints are escalated out of frustration, even when the original response was appropriate.

Annex F: MDH Voids performance data for 2025/26: Quarters 1 and 2

Voids performance – Housing Revenue Account – Building Services and Allocations Teams						
	Q1	Q2	Q3	Q4	YTD	Comments
Standard voids including temporary accommodation	51.12	33.05			42.13	Target 35 working days. A below target QTR2 has brought the YTD average down, although higher than average numbers of Voids will mean maintaining this below target performance will remain challenging.
Major voids	99.85	54.92			85.25	Target 55 working days A below target QTR2 has brought the YTD average down, although higher than average numbers of Voids will mean maintaining this below target performance will remain challenging.
Decent homes voids	142.67	137.27			140.09	Target 90 working days This target is still proving to be a challenge with resourcing and time constraints around contracts adding to the Void period, although a slight improvement this month in terms of timescale.
Development voids	N/A	N/A			N/A	Target 1 calendar year No comment required
Occupancy rate (whole stock)	97.09%	96.10%			96.59%	Target 97% The occupancy rate fell below target as at the end of September 2025. This was mainly because the 28 flats at St Georges Court were brought into the social housing stock on 4 August 2025. These flats are currently going through the letting process. There are also 14 properties awaiting demolition.

* Definitions and targets as per adopted Voids Management Policy 2023