



Council Housing Assurance Quarterly Report

Reporting on Quarter 3 2025/2026 – 1st October – 31st December



The purpose of this report is to provide members, senior leadership and tenants with a clear view on performance in relation to our landlord service, including our Tenant Satisfaction Measures (TSMs) results for the relevant quarter and a RAG status of us being able to evidence we are delivering the outcomes required of us within the Regulator for Social Housing's Consumer Standards:

The standards are:

- **The Safety and Quality Standard** - which requires landlords to provide safe and good quality homes and landlord services to tenants.
- **The Transparency, Influence and Accountability Standard** - which requires landlords to be open with tenants and treat them with fairness and respect so that tenants can access services, raise complaints, when necessary, influence decision making and hold their landlord to account. This standard incorporates Tenant Satisfaction Measure requirements and ensuring that tenants understand their rights.
- **The Neighbourhood and Community Standard** - which requires landlords to engage with other relevant parties so that tenants can live in safe and well-maintained neighbourhoods and feel safe in their homes.
- **The Tenancy Standard** - which requires landlords to let their homes in a fair and legal way alongside supporting tenants to sustain their tenancies.

This report should give stakeholders assurance that we are compliant with the consumer standards, that our performance is delivering positive outcomes to tenants and allow for effective scrutiny, holding the council's landlord service to account.

This report is shared with Overview and Scrutiny Committee twice a year in September and March before the report is sent to cabinet in October and April to allow the committee to make recommendations and flag any performance exceptions that they feel cabinet need to be aware of.

Stock Size at the time of this report is Babergh 3501 homes and Mid Suffolk 3406 homes

Quarterly reporting periods run Quarter 1 Apr May Jun - Quarter 2 July Aug Sep - Quarter 3 Oct Nov Dec - Quarter 4 Jan Feb March.

Section 1

Housing KPI Scorecard

Repair Timeframes – Emergency 24 Hrs, Urgent 5 working days, Routine 20 working days

Repair timeframes

Status	Code	PI Name	Q4 2024	Q1 2025	Q2 2025	Q3 2025	Current Target	Spark Chart
			Value	Value	Value	Value		
✅	Hou_Hous_CAB05B	% of repairs completed within our timelines (Emergency - Babergh)	92.98%	94.52%	100%	100%	95%	
✅	Hou_Hous_CAB05 MS	% of repairs completed within our timelines (Emergency - Mid Suffolk)	96.18%	92.8%	100%	100%	95%	
⚠️	Hou_RM_008_B	% of repairs completed within our timelines (Urgent) (Babergh)	53.8%	48.09%	71%	73.67%	85%	
⚠️	Hou_RM_009_MS	% of repairs completed within our timelines (Urgent) (Mid Suffolk)	42.57%	50.92%	78%	78.33%	85%	
✅	Hou_RM_010_B	% of repairs completed within our timelines (Routine) (Babergh)	68.3%	69.97%	76.67%	86%	85%	
✅	Hou_RM_011_MS	% of repairs completed within our timelines (Routine) (Mid Suffolk)	71.29%	75.8%	82%	87.67%	85%	



Rent Collected as % of Debit

Status	Code	PI Name	Q4 2024	Q1 2025	Q2 2025	Q3 2025	Current Target	Spark Chart
			Value	Value	Value	Value		
	Housing_CAB01B	% of rent due collected (12 month rolling) (excluding current arrears brought forward) (Babergh)	99.89%	99.78%	99.79%	99.71%	100%	
	Housing_CAB01MS	% of rent due collected (12 month rolling) (excluding current arrears brought forward) (Mid Suffolk)	100.31%	99.77%	99.71%	99.52%	100%	

Percentage of Stage 1 and Stage 2 Housing Complaints Responded to in line with Ombudsman Guidelines including allowed extensions

Status	Code	PI Name	Q4 2024	Q1 2025	Q2 2025	Q3 2025	Current Target	Spark Chart
			Value	Value	Value	Value		
	Hou_Com_005TB	% of Stage 1 Complaints Responded to within the Housing Ombudsman timescales (Council Housing Total) Babergh	82.97%	94.55%	90.91%	91.4%	85%	
	Hou_Com_005TM	% of Stage 1 Complaints Responded to within the Housing Ombudsman timescales (Council Housing Total) Mid Suffolk	82.14%	97.92%	81.49%	88.7%	85%	
	Hou_Com_007TB	% of Stage 2 Complaints Responded to within the Housing Ombudsman timescales (Council Housing Total) Babergh	83.33%	94.43%	100%	100%	85%	
	Hou_Com_007TM	% of Stage 2 Complaints Responded to within the Housing Ombudsman timescales (Council Housing Total) Mid Suffolk	100%	100%	100%	100%	85%	

Compliance Combined Gas, Electric, Fire, Asbestos, Water & Lifts

Status	Code	PI Name	Q4 2024	Q1 2025	Q2 2025	Q3 2025	Current Target	Spark Chart
			Value	Value	Value	Value		
✓	Hou_ACA_010B	% of Domestic Asbestos Reinspection compliant Babergh	100%	100%	100%	100%	100%	
✓	Hou_ACA_010M	% of Domestic Asbestos Reinspection compliant Mid Suffolk	100%	100%	100%	100%	100%	
✓	Hou_ACE_008B	% of Domestic Properties with valid 5 Year EICR Babergh	99.74%	99.46%	99.67%	99.68%	99%	
✓	Hou_ACE_008M	% of Domestic Properties with valid 5 Year EICR Mid Suffolk	99.88%	99.76%	99.57%	99.85%	99%	
✓	Hou_ACF_006B	% of FRA's Required complete Babergh	100%	100%	100%	100%	100%	
✓	Hou_ACF_006M	% of FRA's Required complete Mid Suffolk	100%	100%	100%	100%	100%	
✓	Hou_ACF_007B	% of Fire Door Surveys required complete Babergh		32.43%	100%	100%	100%	
✓	Hou_ACF_007M	% of Fire Door Surveys required complete Mid Suffolk		62.5%	100%	100%	100%	
✓	Hou_ACG_012B	% of domestic properties with Gas Compliant Babergh	99.82%	99.78%	99.78%	100%	100%	
✓	Hou_ACG_012M	% of domestic properties with Gas Compliant Mid Suffolk	99.71%	99.61%	99.78%	100%	100%	
✓	Hou_ACL_007B	% of Lift Insurance Inspections Compliant (Babergh)	100%	100%	100%	100%	100%	
✓	Hou_ACL_007M	% of Lift Insurance Inspections Compliant (Mid Suffolk)	100%	100%	100%	100%	100%	
✓	Hou_ACW_005B	% of Water Hygiene risk assessments compliant Babergh	100%	100%	100%	100%	100%	

Status	Code	PI Name	Q4 2024	Q1 2025	Q2 2025	Q3 2025	Current Target	Spark Chart
			Value	Value	Value	Value		
	Hou_ACW_005M	% of Water Hygiene risk assessments compliant Mid Suffolk	100%	100%	100%	100%	100%	

Smoke and CO Detectors

Status	Code	PI Name	Q4 2024	Q1 2025	Q2 2025	Q3 2025	Current Target	Spark Chart
			Value	Value	Value	Value		
	Hou_ACC_005B	% of properties CO Detector Compliant Babergh		99.4%	99.4%	99.7%	100%	
	Hou_ACC_005M	% of properties CO Detector Compliant Mid Suffolk		99.3%	99.4%	99.6%	100%	
	Hou_ACS_005B	% of properties Smoke Detector Compliant Babergh		95.93%	97.61%	99.25%	99%	
	Hou_ACS_005M	% of properties Smoke Detector Compliant Mid Suffolk		96.98%	98.26%	99.32%	99%	

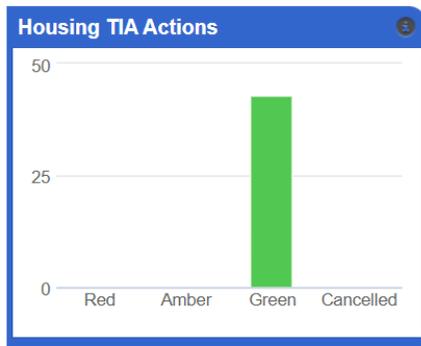
Damp and Mould and HHSRS

Status	Code	PI Name	Q4 2024	Q1 2025	Q2 2025	Q3 2025	Current Target	Spark Chart / Comments
			Value	Value	Value	Value		
	Hou_ACD_007B	Number of new emergency (HHSRS Cat 1) D&M hazards reported - Babergh		2	5	8		

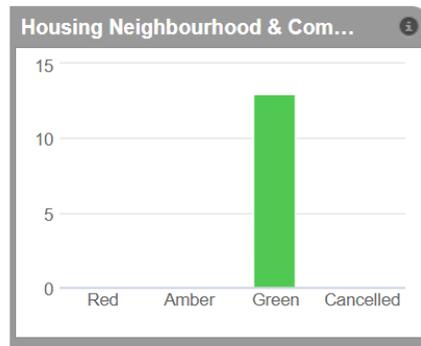
Status	Code	PI Name	Q4 2024	Q1 2025	Q2 2025	Q3 2025	Current Target	Spark Chart / Comments
			Value	Value	Value	Value		
	Hou_ACD_007M	Number of new emergency (HHSRS Cat 1) D&M hazards reported - Mid Suffolk		2	2	16		
	Hou_ACD_008B	Number of new significant (HHSRS Cat 2- Band D&E) D&M hazards reported - Babergh		83	36	222		
	Hou_ACD_008M	Number of new significant (HHSRS Cat 2- Band D&E) D&M hazards reported - Mid Suffolk		57	21	181		
	Hou_ACD_009B	Percentage of Damp and Mould Inspections (significant & emergency) completed within 10 working days - Babergh		N/A	100%	98%	100%	
	Hou_ACD_009M	Percentage of Damp and Mould Inspections (significant & emergency) completed within 10 working days - Mid Suffolk		N/A	100%	98%	100%	
	Hou_ACD_010B	Percentage of emergency hazards (Cat 1 HHSRS) resolved within 24 hours inc D&M - Babergh		N/A	80%	78%	100%	Where we have not met targets in relation to Cat 1 hazards, this is down to tenants choice to be inspected outside of the prescribed timescales, which is still in line with the requirements of Awaabs Law, moving forwards, we will be working with our contractors to enable us to report these types of cases as compliant, in line with the requirements of the legislation, but still track those where we are delayed through tenants choice to ensure we are mitigating risks to tenants.
	Hou_ACD_010M	Percentage of emergency hazards (Cat 1 HHSRS) resolved within 24 hours inc D&M - Mid Suffolk		N/A	100%	63%	100%	
	Hou_ACD_011B	Percentage of significant (HHSRS Cat 2- Band D&E) D&M hazards investigated within 10 working days - Babergh		N/A	N/A	100%	100%	

Status	Code	PI Name	Q4 2024	Q1 2025	Q2 2025	Q3 2025	Current Target	Spark Chart / Comments
			Value	Value	Value	Value		
✔	Hou_ACD_011M	Percentage of significant (HHSRS Cat 2- Band D&E) D&M hazards investigated within 10 working days - Mid Suffolk		N/A	N/A	100%	100%	
✔	Hou_ACD_012B	Percentage of D&M inspections completed within 24 hours - Babergh		N/A	N/A	100%	100%	
✔	Hou_ACD_012M	Percentage of D&M inspections completed within 24 hours - Mid Suffolk		N/A	N/A	100%	100%	

TIA Standard



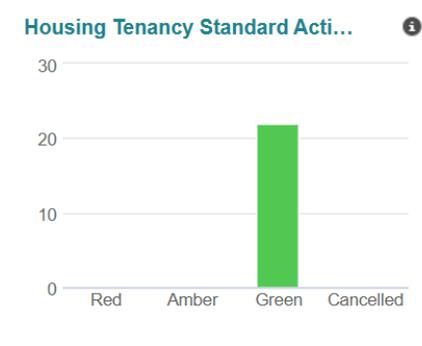
Neighbourhood & Communities Standard



Safety & Quality Standard



Tenancy Standard



Section 1

Housing KPI Scorecard Section Summary

Overall performance is good in the housing areas listed above. Our rent collection performance is where we would expect it to be at this time of year, and we are on track to meet our target of 100% rent collected as a percentage of our debit by the end of the financial year.

Our performance in relation to our repair response times continues to improve with 100% of emergency category repairs completed within our 24-hour timeframe. We are seeing an improvement in our urgent repair category and should see this meet target by the end of Q4 given we have significantly reduced our works in progress figures and are now getting more accurate performance data from our new job management system.

Housing complaint response performance continues to be sustained with very few complaints being responded to outside of the allowed the Housing Ombudsman's timescales.

Our asset compliance figures for the Big 6 are in an excellent position with gas compliance reaching 100% for the first time since the transformation of the service. We expect this figure to fluctuate slightly quarter on quarter due to delays caused by access issues, but we have robust non-access processes in place and are working to a 10-month servicing cycle to give us and our tenants as much time as possible to get in before the current certificates expire.

In line with the recent introduction of Awaabs Law (24th October 2025) which requires all social landlords to respond to emergency hazards (Cat 1 hazards under HHSRS) including those as a result of damp and mould to be responded to within 24 hours and for significant hazards in relation to damp and mould (Cat 2 Band D & E under HHSRS) be inspected within 10 working days, we have changed the way we report on these performance indicators this quarter.

Where there is an N/A as the result for previous quarters this is because of the changes in reporting and our new damp and mould surveying and repairs contractors being onboarded.

Where we have not met targets in relation to Cat 1 hazards, this is down to tenants choice to be inspected outside of the prescribed timescales, which is still in line with the requirements of Awaabs Law, moving forwards, we will be working with our contractors to enable us to report these types of cases as compliant, in line with the requirements of the legislation, but still track those where we are delayed through tenants choice to ensure we are mitigating risks to tenants.

You will also notice an increase in the amount of Damp and Mould cases received during Q3 which is expected at the time of year due to the weather changes.

In relation to us being able to evidence our compliance with the Consumer Standards, we are currently in the process of a mock inspection exercise with an external provider. We will receive an indicative grading based on the evidence we provide, meetings they observe and interviews they conduct with key officers and councillors. A report in relation to the outcomes of this exercise will be presented to Cabinet and improvement actions will be included in our existing plans.

Section 2

Safety & Quality

Stock Condition / Decency

Status	Code	PI Name	Q4 2024	Q1 2025	Q2 2025	Q3 2025	Current Target	Comments
			Value	Value	Value	Value		
	TSM_RP01_B	% Homes that do not meet decent homes standard	7.7%	15.96%	14.68%	12.77%	1%	Our non-decency rate continues to reduce due to improvements being made to tenants homes and continuing validation of our stock condition data. We have also implemented a risk mitigation exercise for those of our tenants who are living in a property currently classified as non-decent due to thermal comfort failures.
	TSM_RP01_MS	% Homes that do not meet decent homes standard	7.7%	15.35%	14.97%	13.18%	1%	

Asset Investment Programme Progress

	H_AIP 25/26 Asset Improvement Programme 25/26		
Progress Bar	<input type="text" value="34%"/>	Status	In Progress

Sub Actions		
	H_AIM 1 Kitchen Improvements	<input type="text" value="36%"/>
	H_AIM 2 Bathroom Improvements	<input type="text" value="41%"/>
	H_AIM 3 Window and Door Improvements	<input type="text" value="62%"/>
	H_AIM 5 Roofing	<input type="text" value="32%"/>
	H_AIM 8 Wall Insultation and Cladding	<input type="text" value="0%"/>

Number of Live Disrepair Claims

Status	Code	PI Name	Q4 2024	Q1 2025	Q2 2025	Q3 2025	Spark Chart
			Value	Value	Value	Value	
	Hou_RM_015	Number of Live Disrepair Claims (Not Settled)		46	43	34	

TSM Management Information (repairs and asset compliance)

Status	Code	PI Name	Q4 2024	Q1 2025	Q2 2025	Q3 2025	Current Target	Spark Chart
			Value	Value	Value	Value		
	TSM_BS01_B	% Gas Safety Checks Valid	99.82%	99.69%	99.78%	100%	99%	
	TSM_BS01_MS	% Gas Safety Checks Valid	99.71%	99.61%	99.78%	100%	99%	
	TSM_BS02_B	% Fire Safety Risk Assessments Carried Out	100%	100%	100%	100%	100%	
	TSM_BS02_MS	% Fire Safety Risk Assessments Carried Out	100%	100%	100%	100%	100%	
	TSM_BS03_B	% of Required Asbestos Safety Checks Carried Out	100%	100%	100%	100%	100%	
	TSM_BS03_MS	% of Required Asbestos Safety Checks Carried Out	100%	100%	100%	100%	100%	
	TSM_BS04_B	% of Water Safety Checks Carried Out	100%	100%	100%	100%	100%	
	TSM_BS04_MS	% of Water Safety Checks Carried Out	100%	100%	100%	100%	100%	
	TSM_BS05_B	% of Lift Safety Checks Carried Out	100%	100%	100%	100%	100%	

Status	Code	PI Name	Q4 2024	Q1 2025	Q2 2025	Q3 2025	Current Target	Spark Chart
			Value	Value	Value	Value		
✔	TSM_BS05_MS	% of Lift Safety Checks Carried Out	100%	100%	100%	100%	100%	
✔	TSM_BS06_B	% of Electrical Checks Carried Out	99.74%	99.76%	99.67%	99.68%	99%	
✔	TSM_BS06_MS	% of Electrical Checks Carried Out	99.88%	99.76%	99.76%	99.85%	99%	
✔	TSM_RP02(2)_B	Proportion of emergency responsive repairs completed within the landlord's target timescale (24hrs)	71.22%	94.9%	100%	100%	95%	
✔	TSM_RP02(2)_MS	Proportion of emergency responsive repairs completed within the landlord's target timescale (24hrs)	60.05%	96.06%	100%	100%	95%	
⚠	TSM_RP02_B	Proportion of non-emergency repairs completed within target timescale (20 days)	65.52%	66.39%	69.21%	77%	80%	
✔	TSM_RP02_MS	Proportion of non-emergency repairs completed within target timescale (20 days)	63.87%	71.38%	75.95%	84.9%	80%	

Section 2

Safety & Quality Section Summary

Our non-decency rate continues to reduce due to improvements being made to tenants homes and continuing validation of our stock condition data. We have also implemented a risk mitigation exercise for those of our tenants who are living in a property currently classified as non-decent due to thermal comfort failures, and us also being aware of any household vulnerabilities we may hold, which involves us making contact with those tenants to identify any interim support measures we can put in place. These homes will also be prioritised for improvement works as our insulation contractors are mobilised.

Our current Decency forecast if all works highlighted are required is:

- ▶ By end of 25/26 financial year we anticipate being at B 12.8% and MS 12.8%
- ▶ End of Q1 26/27 B 10.6% and MS 10.5%
- ▶ By the end of Q4 we anticipate non decency being B 3.6% and MS 4.9%
- ▶ These figures do not take account of any of the new contractors we are on boarding or any reduction in non-decency from data validation of those currently identified as non-decent.

Our Asset Improvement Programme continues to deliver improvements in the relevant areas for our tenants' homes with a delay on the insulation programme. As explained above, we are about to mobilise new insulation contractors who will then commence works and by the end of Q4 we should see progress made against this programme of works.

We are also about to re-engage with Ridge Partnerships Ltd to support our internal surveyors to complete the remaining 19% of homes we have yet to access for a stock condition survey, it is a requirement that we know all of our stock condition at an individual property level and we are aiming to have 100% coverage of stock condition data by the end of June 2026. This improved visibility of our stock condition will likely impact on our decency figures in the future as we understand more around the missing 19% and identified works required will need to be factored into our asset improvement programme.

Section 3

The Tenant Voice – Transparency, Influence and Accountability



TSM Perception Scores

Status	Code	PI Name	Q4 2024	Q1 2025	Q2 2025	Q3 2025	Current Target	Spark Chart
			Value	Value	Value	Value		
⚠️	TSM_TP01_B	Overall satisfaction with the service provided by landlord (Babergh)	73%	70%	68%	70%	70.7%	
✅	TSM_TP01_MS	Overall satisfaction with the service provided by landlord (Mid Suffolk)	73%	68%	66%	74%	70.7%	
✅	TSM_TP06_B	Satisfaction that landlord listens to views and acts upon them (Babergh)	63%	51%	45%	60%	57.7%	
✅	TSM_TP06_MS	Satisfaction that landlord listens to views and acts upon them (Mid Suffolk)	56%	56%	56%	59%	57.7%	

Status	Code	PI Name	Q4 2024	Q1 2025	Q2 2025	Q3 2025	Current Target	Spark Chart
			Value	Value	Value	Value		
✔	TSM_TP07_B	Satisfaction that the landlord keeps tenant informed about things that matter to them (Babergh)	76%	72%	66%	71%	68.5%	
✔	TSM_TP07_MS	Satisfaction that the landlord keeps tenant informed about things that matter to them (Mid Suffolk)	74%	70%	72%	73%	68.5%	
✔	TSM_TP08_B	Landlord treats me fairly and with respect (Babergh)	75%	77%	68%	75%	73%	
✔	TSM_TP08_MS	Landlord treats me fairly and with respect (Mid Suffolk)	78%	74%	73%	80%	73%	
✔	TSM_TP09_B	Complaint in last 12 months - satisfaction with landlord's approach to complaints handling (Babergh)	55%	40%	22%	35%	33.6%	
✔	TSM_TP09_MS	Complaint in last 12 months - satisfaction with landlord's approach to complaints handling (Mid Suffolk)	46%	28%	23%	34%	33.6%	
✔	TSM_TP11_B	Satisfaction that landlords make a positive contribution to neighbourhoods (Babergh)	62%	61%	56%	68%	58.8%	
✔	TSM_TP11_MS	Satisfaction that landlords make a positive contribution to neighbourhoods (Mid Suffolk)	63%	62%	59%	60%	58.8%	
✔	TSM_TP12_B	Satisfaction with the landlord's approach to handling ASB (Babergh)	65%	55%	50%	70%	58.5%	
✔	TSM_TP12_MS	Council as landlord: Satisfaction with the landlord's approach to handling ASB (Mid Suffolk)	60%	59%	63%	60%	58.5%	

Levels of Engagement

Status	Code	PI Name	Q4 2024	Q1 2025	Q2 2025	Q3 2025	Spark Chart
			Value	Value	Value	Value	
	Hou_engage_001b	Number of Community Action Days Held (Babergh)	1	2	0	0	
	Hou_engage_001m	Number of Community Action Days Held (Mid Suffolk)	0	1	2	0	
	Hou_engage_002	Number of Tenants Engaged With	234	175	769	2,107	
	Hou_engage_003	Number of Tenant Approved Markers issued	6	2	1	4	
	Hou_engage_004	Number of Interactions with Neighbourhood Experts	15	10	16	5	
	Hou_engage_005	Number of formally involved tenants	573	576	576	557	
	Hou_engage_006	Number of tenants who interacted with tenant newsletter	7,495	11,901	14,002	8,725	
	Hou_engage_007	Number of Resident Readers engaged with	90	5	19	70	



Overall Complaints Performance

Status	Code	PI Name	Q4 2024	Q1 2025	Q2 2025	Q3 2025	Current Target	Spark Chart / Comments
			Value	Value	Value	Value		
	Hou_Com_003TB	Number of Stage 1 Complaints (Total for Council Housing) Babergh	94	81	63	70		
	Hou_Com_003TM	Number of Stage 1 Complaints (Total for Council Housing) Mid Suffolk	56	48	56	61		
	Hou_Com_004ATB	% of Stage 1 Complaints acknowledged within 5 working days (Council Housing Total) Babergh	37.08%	55.29%	40%	57.53%	90%	Complaint performance with acknowledging complaints has improved slightly from the previous quarter due to staff training. There was an issue highlighted in the data transformation within the report where the performance figures are derived from, which was not counting some as formerly acknowledged, which has since been resolved. We expect this to be on or exceeding target by the end of Q4, overall, complaint responses times are high performing and numbers of complaints are reducing specifically in the repairs and maintenance area.
	Hou_Com_004ATM	% of Stage 1 Complaints acknowledged within 5 working days (Council Housing Total) Mid Suffolk	65.38%	61.54%	44.64%	60%	90%	

Status	Code	PI Name	Q4 2024	Q1 2025	Q2 2025	Q3 2025	Current Target	Spark Chart / Comments
			Value	Value	Value	Value		
✔	Hou_Com_005TB	% of Stage 1 Complaints Responded to within the Housing Ombudsman timescales (Council Housing Total) Babergh	82.97%	94.55%	90.91%	91.4%	85%	
✔	Hou_Com_005TM	% of Stage 1 Complaints Responded to within the Housing Ombudsman timescales (Council Housing Total) Mid Suffolk	82.14%	97.92%	81.49%	88.7%	85%	
	Hou_Com_006TB	Number of Stage 2 Complaints (Total for Council Housing) Babergh	11	12	5	9		
	Hou_Com_006TM	Number of Stage 2 Complaints (Total for Council Housing) Mid Suffolk	10	2	3	2		
✔	Hou_Com_007TB	% of Stage 2 Complaints Responded to within the Housing Ombudsman timescales (Council Housing Total) Babergh	83.33%	94.43%	100%	100%	85%	
✔	Hou_Com_007TM	% of Stage 2 Complaints Responded to within the Housing Ombudsman timescales (Council Housing Total) Mid Suffolk	100%	100%	100%	100%	85%	
	Hou_Comp_001B	Number of Compliments Received for Housing - Babergh		11	17	9		
	Hou_Comp_001M	Number of Compliments Received for Housing - Mid Suffolk		10	20	20		

Transactional Satisfaction Scores - Move In

Status	Code	PI Name	Q4 2024	Q1 2025	Q2 2025	Q3 2025	Current Target	Spark Chart / Comments
			Value	Value	Value	Value		
	Hou_LetSat_001B	Overall Satisfaction with Letting (Transactional Survey) Babergh	96%	72.33%	91.67%	67.5%	80%	
	Hou_LetSat_001M	Overall Satisfaction with Letting (Transactional Survey) Mid Suffolk	77.67%	100%	77.67%	90%	80%	
	Hou_LetSat_002B	Satisfaction with condition of property on move in (Transactional Survey) Babergh	52.33%	58.33%	78%	69%	80%	
	Hou_LetSat_002M	Satisfaction with condition of property on move in (Transactional Survey) Mid Suffolk	61%	52.33%	40%	57.33%	80%	Satisfaction with the condition of our homes on letting has reduced over the last quarter. This is being addressed with our contractors, and we are also not handing properties over to be let with major works required after occupation

Transactional Satisfaction Scores - ASB

Status	Code	PI Name	Q4 2024	Q1 2025	Q2 2025	Q3 2025	Current Target	Comments
			Value	Value	Value	Value		
	Hou_Tenancy_010	Tenant satisfaction with the ASB Service Overall	60%	42.33%	44.33%	0%	70%	Satisfaction with our Anti-social behaviour service continues to be an area of concern for us. These figures are also due to the low level of responses we get to this survey on a quarterly basis as we only survey once a case has been closed. Most of the feedback we receive is in relation to expectations not being managed and communications being poor throughout the case. There is a new Head of Housing Management and a new Housing and Neighbourhood Lead joining the team early February and late January 2026 respectively and there will be a focus on them in improving the Anti-social behaviour service our tenants receive.
	Hou_Tenancy_011	Tenant satisfaction with the final outcome of the anti-social behaviour complaint	10%	25.67%	44.33%	0%	70%	

Transactional Repairs Data

Status	Code	PI Name	Q4 2024	Q1 2025	Q2 2025	Q3 2025	Current Target	Spark Chart
			Value	Value	Value	Value		
	HRM_COMM_SAT	Resident Satisfaction - Communication around repairs			89.93%	92.3%	90%	
	HRM_EASE_OF_D	Satisfaction – Ease of Dealing with Us		87.33%	88.57%	92.47%	90%	

Status	Code	PI Name	Q4 2024	Q1 2025	Q2 2025	Q3 2025	Current Target	Spark Chart
			Value	Value	Value	Value		
	EAL							
✔	HRM_OVERALL_S AT	Resident Satisfaction – Overall Repairs		89.33%	89.4%	93.93%	90%	
✔	HRM_QUALITY_SA T	Satisfaction – Quality of Repair		94.67%	90.13%	94.37%	90%	

Scrutiny Action Plan(s) Progress

	H_ASB ASB Scrutiny Recommendations		
Progress Bar	<input type="text" value="59%"/>	Status	In Progress

Complaints Scrutiny Action Plan

	Scrutiny_Complaints H_Complaints_Scrutiny_Action Plan		
Progress Bar	<input type="text" value="56%"/>	Status	In Progress

Section 3

The Tenant Voice Section Summary

We have concluded our Q3 portion of our annual Tenant Satisfaction Measure Survey and overall, our scores are improving on track or already exceeding our current targets. Targets are set annually, around June, by our Tenant Board and Portfolio Holders using benchmarking information available from Housemark, ensuring that we are setting realistic, achievable but stretching targets which are in line with our continuous improvement programme. It is evident that the significant transformation that has already happened across the housing service is now being felt by tenants and is starting to be reflected in their satisfaction scores.

Tenant engagement activities of note are in relation to the ongoing neighbourhood improvement works through our Greater Spaces schemes across both districts including Gainsborough Road, Stowmarket in Mid Suffolk and Rede Way in Great Cornard in Babergh.

Tenants have also been scrutinising communications between the councils and tenants with a view of making recommendations for improvements which will be presented by the Tenant Board to the Overview and Scrutiny Committee in March 2026.

We have also published our annual performance report to tenants and have continued to recruit to the Tenant Board and a new engagement role focusing on improving the quality of complaint responses to tenants.

We also consulted with tenants about various topics including Aids and Adaptations, Sheltered Housing decommissioning, Incentivising tenant engagement and in the ongoing development of our Asset Management Strategy.

Complaint performance with acknowledging complaints has improved slightly from the previous quarter due to staff training. There was an issue highlighted in the data transformation within the report where the performance figures are derived from, which was not counting some as formerly acknowledged, which has since been resolved. We expect this to be on or exceeding target by the end of Q4, overall, complaint responses times are high performing and numbers of complaints are reducing specifically in the repairs and maintenance area.

Satisfaction with the condition of our homes on letting has reduced over the last quarter. This is being addressed with our contractors, and we are also not handing properties over to be let with major works required after occupation. This will negatively impact on void times and therefore rent loss but should provide a better experience for our tenants.

Satisfaction with our Anti-social behaviour service continues to be an area of concern for us. These figures are also due to the low level of responses we get to this survey on a quarterly basis as we only survey once a case has been closed. Most of the feedback we receive is in relation to expectations not being managed and communications being poor throughout the case. There is a new Head of Housing Management and a new Housing and Neighbourhood Lead joining the team early February and late January 2026 respectively and there will be a focus on them in improving the Anti-social behaviour service our tenants receive. This will be achieved in part by concluding the tenant scrutiny recommendations which currently sit at 59% complete.

Section 4

Neighbourhood & Tenancy

Number of ASB Cases reported per 1000 homes (Tenants)

Status	Code	PI Name	Q4 2024	Q1 2025	Q2 2025	Q3 2025	Spark Chart
			Value	Value	Value	Value	
	TSM_NM01_B	ASB cases relative to size of landlord (Babergh)	6.82	5.69	8.28	5.71	
	TSM_NM01_MS	ASB cases relative to size of landlord (Mid Suffolk)	11.86	10.27	7.04	8.51	

Number of hate Incidents reported (Tenants)

Status	Code	PI Name	Q4 2024	Q1 2025	Q2 2025	Q3 2025	Spark Chart
			Value	Value	Value	Value	
	TSM_NM02_B	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	0.28	0	0	5.71	
	TSM_NM02_M	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.	0	0	0.29	8.51	

Number of Lettings

Status	Code	PI Name	Q4 2024	Q1 2025	Q2 2025	Q3 2025	Current Target	Spark Chart
			Value	Value	Value	Value		
	Hou_Sol_023	Number of lettings	89	84	84	117	105	
	Hou_Tenmex_001	Number of Mutual Exchanges Completed	25	28	28	17		

Status	Code	PI Name	Q4 2024	Q1 2025	Q2 2025	Q3 2025	Current Target	Spark Chart
			Value	Value	Value	Value		
	Hou_Tenmex_002	Percentage of mutual exchanges completed in target timeframe	100%	100%	100%	100%	90%	

Communal Areas

Status	Code	PI Name	Q4 2024	Q1 2025	Q2 2025	Q3 2025	Current Target	Spark Chart
			Value	Value	Value	Value		
	Hou_Tenblin_001	Percentage of Blocks Inspections Completed	100%	100%	100%	96.34%	100%	

Section 4

Neighbourhood & Tenancy Section Summary

We have fallen short of 100% block inspections in Q3 due to significant absence in the team throughout December which coincided with the operational constraints of the Christmas and New Year period.

The 7 blocks that were not completed in December as planned were completed in the first week of January 2026. These issues have now been addressed through the implementation of a duty Community Housing Officer rota, ensuring that priority tasks are covered when the usual officer is unavailable. The team recognises the importance of these inspections and remains committed to meeting all required obligations and the implementation of the duty officer will mitigate these inspections being carried out late in the future.

We are looking to include from Q1 2026/7 some performance metrics in relation to the Domestic Abuse support we provide to tenants to give assurance that we are actively working with tenants to safeguard them from domestic abuse which is a requirement of the Neighbourhood and Community Consumer Standard.

How we set our targets and benchmark our performance

Tenant satisfaction measures (TSM)

We meet annually with our portfolio holders and our tenant board to review our TSM performance for the previous year and review sector performance based on Housemark's mid-year performance for TSM scores across the sector with similar landlords to ourselves and agree performance targets for the year ahead. Housemark is the housing sector's main benchmarking provider. They provide us with an annual report on our performance at the end of each calendar year for the previous year.

Compliance measures

Compliance targets around the health and safety aspects of our properties, known as the big 7 (gas, electric, water, lifts, asbestos, Fire risk assessments, damp and mould) we aim for 100% target completion within the prescribed timeframes based on good practice and where applicable Awaabs Law timescales.

All other targets

For all other targets we agree these with our portfolio holders and review these annually using data we get from our Housemark membership and we aim for median performance where we are below the median average or the quartile above our current performance where we are already achieving the median or above.