



Council Housing Assurance Quarterly Report

Reporting on Quarter 1 2025/2026

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	Q2 2025	Q3 2025	Q4 2025	Q1 2026	Current Target	Spark Chart
			Value	Value	Value	Value		
✔	Hou_Hous_CAB05B	% of repairs completed within our timelines (Emergency - Babergh)	100%	100%	100%	100%	100%	
✔	Hou_Hous_CAB05 MS	% of repairs completed within our timelines (Emergency - Mid Suffolk)	100%	100%	100%	100%	100%	
✔	Hou_RM_008_B	% of repairs completed within our timelines (Urgent) (Babergh)	71%	73.67%	93%	95.33%	85%	
✔	Hou_RM_009_MS	% of repairs completed within our timelines (Urgent) (Mid Suffolk)	78%	78.33%	92.67%	93.67%	85%	
✔	Hou_RM_010_B	% of repairs completed within our timelines (Routine) (Babergh)	76.67%	86%	94.67%	98.33%	85%	
✔	Hou_RM_011_MS	% of repairs completed within our timelines (Routine) (Mid Suffolk)	82%	87.67%	95.33%	97%	85%	



Rent Collected as % of Debit

Status	Code	PI Name	Q2 2025	Q3 2025	Q4 2025	Q1 2026	Current Target	Spark Chart
			Value	Value	Value	Value		
	Housing_CAB01B	% of rent due collected (12 month rolling) (excluding current arrears brought forward) (Babergh)	99.79%	99.71%	99.91%	100.05%	100%	
	Housing_CAB01MS	% of rent due collected (12 month rolling) (excluding current arrears brought forward) (Mid Suffolk)	99.71%	99.52%	99.87%	99.82%	100%	

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

Status	Code	PI Name	Q2 2025	Q3 2025	Q4 2025	Q1 2026	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	90.91%	91.4%	100%	92.85%	85%	
	Hou_Com_005TM	% of Stage 1 Complaints Responded to within the Housing Ombudsman timescales (Council Housing Total) Mid Suffolk	81.49%	88.7%	97.26%	93.84%	85%	
	Hou_Com_007TB	% of Stage 2 Complaints Responded to within the Housing Ombudsman timescales (Council Housing Total) Babergh	100%	100%	100%	100%	85%	
	Hou_Com_007TM	% of Stage 2 Complaints Responded to within the Housing Ombudsman timescales (Council Housing Total) Mid Suffolk	100%	100%	96.67%	100%	85%	

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

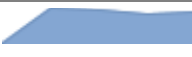
Status	Code	PI Name	Q2 2025	Q3 2025	Q4 2025	Q1 2026	Current Target	Spark Chart
			Value	Value	Value	Value		
✓	Hou_ACA_010B	% of Domestic Asbestos Reinspection compliant Babergh	100%	100%	100%	100%	100%	
✓	Hou_ACA_010M	% of Domestic Asbestos Reinspection compliant Mid Suffolk	100%	100%	100%	100%	100%	
✓	Hou_ACE_008B	% of Domestic Properties with valid 5 Year EICR Babergh	99.67%	99.68%	99.8%	99.9%	99%	
✓	Hou_ACE_008M	% of Domestic Properties with valid 5 Year EICR Mid Suffolk	99.57%	99.85%	99.9%	99.9%	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	100%	100%	100%	25.5%	100%	At the time of Q1 reporting, fire door surveys were 100% complete for both B and MS. However, the contractor had not completed its quality assurance checks on the survey reports – See comments for more details
✗	Hou_ACF_007M	% of Fire Door Surveys required complete Mid Suffolk	100%	100%	100%	2.1%	100%	
✓	Hou_ACG_012B	% of domestic properties with Gas Compliant Babergh	99.78%	100%	99.91%	99.82%	100%	
✓	Hou_ACG_012M	% of domestic properties with Gas Compliant Mid Suffolk	99.78%	100%	100%	99.84%	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%	

Status	Code	PI Name	Q2 2025	Q3 2025	Q4 2025	Q1 2026	Current Target	Spark Chart
			Value	Value	Value	Value		
✓	Hou_ACSF_003B	Percentage Compliant of Solid Fuel Burners Babergh			61.54	92.31	100	
✓	Hou_ACSF_003MS	Percentage Compliant of Solid Fuel Burners Mid Suffolk			76.19	94.87	100	
✓	Hou_ACW_005B	% of Water Hygiene risk assessments compliant Babergh	100%	100%	100%	100%	100%	
✓	Hou_ACW_005M	% of Water Hygiene risk assessments compliant Mid Suffolk	100%	100%	100%	100%	100%	

Smoke and CO Detectors

Status	Code	PI Name	Q2 2025	Q3 2025	Q4 2025	Q1 2026	Current Target	Spark Chart
			Value	Value	Value	Value		
✓	Hou_ACC_005B	% of properties CO Detector Compliant Babergh	99.4%	99.7%	99.72%	99.5%	100%	
✓	Hou_ACC_005M	% of properties CO Detector Compliant Mid Suffolk	99.4%	99.6%	99.76%	99.3%	100%	
✓	Hou_ACS_005B	% of properties Smoke Detector Compliant Babergh	97.61%	99.25%	99.3%	99.5%	99%	
✓	Hou_ACS_005M	% of properties Smoke Detector Compliant Mid Suffolk	98.26%	99.32%	99.5%	99.4%	99%	

Damp and Mould and HHSRS

Status	Code	PI Name	Q2 2025	Q3 2025	Q4 2025	Q1 2026	Current Target	Spark Chart
			Value	Value	Value	Value		
	Hou_ACD_007B	Number of new emergency (HHSRS Cat 1) D&M hazards reported - Babergh	5	8	6	7	n/a	
	Hou_ACD_007M	Number of new emergency (HHSRS Cat 1) D&M hazards reported - Mid Suffolk	2	16	4	8	n/a	
	Hou_ACD_008B	Number of new significant (HHSRS Cat 2- Band D&E) D&M hazards reported - Babergh	36	222	133	77	n/a	
	Hou_ACD_008M	Number of new significant (HHSRS Cat 2- Band D&E) D&M hazards reported - Mid Suffolk	21	181	101	73	n/a	
	Hou_ACD_009B	Percentage of Damp and Mould Inspections (SIGNIFICANT) completed within 10 working days - Babergh	100%	98%	76.7%	87.9%	100%	
	Hou_ACD_009M	Percentage of Damp and Mould Inspections (SIGNIFICANT) completed within 10 working days - Mid Suffolk	100%	98%	87.1%	90.2%	100%	
	Hou_ACD_010B	Percentage of emergency hazards (Cat 1 HHSRS) resolved within 24 hours inc D&M - Babergh	80%	78%	100%	0%	100%	Cat 1 Hazards - 0/4 completed within 24hrs. - 2 Total Mobile Connect portal issues, 1 resident request for appointment after timeframe, 1 no contact
	Hou_ACD_010M	Percentage of emergency hazards (Cat 1 HHSRS) resolved within 24 hours inc D&M - Mid Suffolk	100%	63%	75%	20%	100%	Cat 1 Hazards - 1/5 completed within 24hrs. - 2 Total Mobile Connect portal

Status	Code	PI Name	Q2 2025	Q3 2025	Q4 2025	Q1 2026	Current Target	Spark Chart
			Value	Value	Value	Value		
								issues, 1 resident request for appointment after timeframe, 1 no contact
	Hou_ACD_012B	Percentage of EMERGENCY D&M INSPECTIONS completed within 24 hours - Babergh	N/A	100%	100%	0%	100%	Emergency inspections within 24hrs - 0/3 - 2 residents requesting later appointments, 1 Total Mobile Connect portal issues
	Hou_ACD_012M	Percentage of EMERGENCY D&M INSPECTIONS completed within 24 hours - Mid Suffolk	N/A	100%	100%	33.33%	100%	Emergency inspections within 24hrs - 1/3 - 1 decant required

Section 1

Housing KPI Scorecard Section Summary

Repairs completed within target timescales: Performance continues to improve and remains above target across all categories.

Disrepair:-

The number of disrepair claims continues to fall across both councils. Since reaching a peak of 93 live claims in February 2024, figures have steadily reduced. This improvement is due to two key factors: the appointment of Bevan Britten, who have provided strong legal defence of incoming claims, and the work of the Repairs Team, whose efforts to reduce work-in-progress levels and improve response times have prevented repair issues from escalating into disrepair claims.

Voids Repair Times in Calendar Days:-

BABERGH: Voids performance this quarter is around 68 days on average, fluctuating throughout the quarter due to an increase in incoming voids. Performance is impacted by a number of long-term voids and properties previously held by Assets. Delays have also occurred at the compliance stage, driven by the volume of work required to meet Decent Homes Standards, including kitchen, bathroom and HHSRS improvements.

While void turnaround times remain above target, there has been a significant improvement in the quality of completed voids. Positive feedback has been received from the Tenancy Team, with reductions in snagging issues, recalls and complaints, alongside an increase in properties successfully returned to tenancy.

MID_SUFFOLK: Voids performance this quarter is around 66 days on average, fluctuating throughout the quarter due to an increase in incoming voids. Performance is impacted by a number of long-term voids and properties previously held by Assets. Delays have also occurred at the compliance stage, driven by the volume of work required to meet Decent Homes Standards, including kitchen, bathroom and HHSRS improvements.

While void turnaround times remain above target, there has been a significant improvement in the quality of completed voids. Positive feedback has been received from the Tenancy Team, with reductions in snagging issues, recalls and complaints, alongside an increase in properties successfully returned to tenancy.

D&M

Babergh

Inspections completed in 10 working days 51/58. - 7 Overdue (5 no contact, 1 Resident Refusal, 1 x booking outside of 10 day window

Cat 1 Hazards - 0/4 completed within 24hrs. - 2 Total Mobile Connect portal issues, 1 resident request for appointment after timeframe, 1 no contact

Emergency inspections within 24hrs - 0/3 - 2 residents requesting later appointments, 1 Total Mobile Connect portal issues

Mid-Suffolk

Inspections completed in 10 working days 46/51. - 5 Overdue (5 no contact)

Cat 1 Hazards - 1/5 completed within 24hrs. - 2 Total Mobile Connect portal issues, 1 resident request for appointment after timeframe, 1 no contact

Emergency inspections within 24hrs - 1/3 - 1 decant required

We have had some TMC portal issues where the job has been logged incorrectly on the portal at the point of taking the call and triaging incorrectly. The D&M are working on this with CAP. We believe this is because of some new starters in the CAP team.

Fire Door Safety

At the time of Q1 reporting, fire door surveys were 100% complete for both B and MS. However, the contractor had not completed its quality assurance checks on the survey reports. We were therefore unable to verify compliance and did not report these properties as compliant.

The surveys were undertaken by a newly appointed contractor, and some initial mobilisation issues have affected the QA process. We are working closely with the contractor to resolve these issues and strengthen the timeliness and quality of its assurance checks.

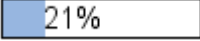
Section 2

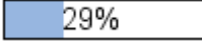
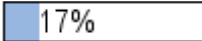
Safety & Quality

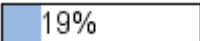
Stock Condition / Decency

Status	Code	PI Name	Q2 2025	Q3 2025	Q4 2025	Q1 2026	Current Target	Spark Chart
			Value	Value	Value	Value		
	TSM_RP01_B	% Homes that do not meet decent homes standard - Babergh	14.68%	12.77%	10.2%	15.42%	1%	Stock Condition Survey (SCS) Phase 2 programme has brought more properties into this figure. See full comments on page 13
	TSM_RP01_MS	% Homes that do not meet decent homes standard Mid Suffolk	14.97%	13.18%	12.65%	12.51%	1%	

Asset Investment Programme Progress

	H_AIP B 26/27 Asset Improvement Programme 26/27 - Babergh						
Progress Bar				Status	In Progress		

Sub Actions							
	H_AIM 1B 26/27 Kitchen Improvements 2026/27 - Babergh						
	H_AIM 2B 26/27 Bathroom Improvements 26/27 - Babergh						
	H_AIM 3B 26/27 Window and Door Improvements 26/27 - Babergh						
	H_AIM 5B 26/27 Roofing 26/27 - Babergh						
	H_AIM 8B 26/27 Wall Insultation and Cladding 26/27 - Babergh						

	H_AIP M 26/27 Asset Improvement Programme 26/27 - Mid Suffolk						
Progress Bar				Status	In Progress		

Sub Actions		
	H_AIM 1M 26/27 Kitchen Improvements 2026/27 - Mid Suffolk	26%
	H_AIM 2M 26/27 Bathroom Improvements 26/27 - Mid Suffolk	16%
	H_AIM 3M 26/27 Window and Door Improvements 26/27 - Mid Suffolk	7%
	H_AIM 5M 26/27 Roofing 26/27 - Mid Suffolk	25%
	H_AIM 8M 26/27 Wall Insultation and Cladding 26/27 - Mid Suffolk	22%

Number of Live Disrepair Claims

 Status	Code	PI Name	Q2 2025	Q3 2025	Q4 2025	Q1 2026	Spark Chart
			Value	Value	Value	Value	
	Hou_RM_015	Number of Live Disrepair Claims (Not Settled)	43	36	35	24	

TSM Management Information (repairs and asset compliance)

Status	Code	PI Name	Q2 2025	Q3 2025	Q4 2025	Q1 2026	Current Target	Spark Chart
			Value	Value	Value	Value		
	TSM_BS01_B	% Gas Safety Checks Valid	99.78%	100%	99.9%	99.78%	99%	
	TSM_BS01_MS	% Gas Safety Checks Valid	99.78%	100%	100%	99.78%	99%	
	TSM_BS02_B	% Fire Safety Risk Assessments Carried Out	100%	100%	100%	100%	100%	

Status	Code	PI Name	Q2 2025	Q3 2025	Q4 2025	Q1 2026	Current Target	Spark Chart
			Value	Value	Value	Value		
✓	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%	
✓	TSM_BS05_MS	% of Lift Safety Checks Carried Out	100%	100%	100%	100%	100%	
✓	TSM_BS06_B	% of Electrical Checks Carried Out	99.67%	99.68%	99.8%	99.9%	98%	
✓	TSM_BS06_MS	% of Electrical Checks Carried Out	99.76%	99.85%	99.9%	99.9%	99%	
✓	TSM_RP02(2)_B	Proportion of emergency responsive repairs completed within the landlord's target timescale (24hrs)	85.09%	93.43%	94.85%	100%	95%	
✓	TSM_RP02(2)_MS	Proportion of emergency responsive repairs completed within the landlord's target timescale (24hrs)	80.67%	89.31%	98.3%	100%	95%	
✓	TSM_RP02_B	Proportion of non-emergency repairs completed within target timescale (20 days)	72.32%	81.59%	93.92%	98.3%	80%	
✓	TSM_RP02_MS	Proportion of non-emergency repairs completed within target timescale (20 days)	79.89%	84.74%	94.6%	97%	80%	

Section 2

Safety & Quality Section Summary

Roofing

Progress is marginally below the planned delivery profile. This is primarily due to labour resources being allocated to a roof replacement at an SHU property. Current roofing works are being prioritised towards non-decent properties to maximise the impact on housing quality and decency outcomes. To mitigate further delays and improve delivery rates, an additional contractor is being appointed to support the works programme. Despite the current programme slippage, overall performance remains ahead of the same period last year, demonstrating improved delivery compared with the previous year's programme and continued focus on addressing non-decent homes.

Kitchen & Bathrooms

The programme is currently on target for completion, although delivery will need to be accelerated slightly to provide resilience against any potential delays during the remainder of the programme. The new Kitchen & Bathroom (K&B) contract is currently out to tender and is expected to be in place from the new financial year (NFY). Once mobilised, this contract will provide additional delivery capacity and is expected to significantly improve programme performance and support the timely completion of works. Mid Suffolk bathroom completions are currently at 16%, which is marginally behind programme. However, a further eight properties are awaiting formal inspection by BMSDC surveyors. Once these inspections have been completed and the works signed off, programme completion will increase to 26%, bringing delivery back in line with the planned programme.

Windows and Doors

The programme is currently behind the planned delivery timescales, primarily due to extended manufacturing lead times which have impacted installation schedules. However, there are currently 41 properties in Babergh and 64 properties in Mid Suffolk with installations due to be completed, which will significantly increase programme delivery over the coming months. This contractor performed strongly last year, and based on the current pipeline of scheduled installations, we are confident that the programme will recover and return to an on-target position as the outstanding works are completed.

Insulation

Purdy (Mid Suffolk) commenced property surveys in June 2026 and are progressing through their allocated programme, with 22% of installations completed to date. Synergize (Babergh) started later within the contract period and experienced a slightly longer mobilisation phase. As a result, progress is currently behind programme, with 1% of installations completed. In line with mobilisation discussions, both contractors are increasing their labour resources to accelerate delivery. Now that property access arrangements and resident appointments are being established, progress is expected to increase significantly.

Both contractors have confirmed that they remain confident in achieving their programmed delivery targets, provided reasonable access to properties continues to be secured and maintained throughout the delivery period.

Decent Homes Position

In July 2026, we received an interim tranche of Decent Homes data from Ridge as part of the ongoing Stock Condition Survey (SCS) Phase 2 programme. This represents an increase 11.97% of completed surveys for Babergh District Council (BDC) and 12.67% for Mid Suffolk District Council (MSDC) from the Phase 1 data, increasing the proportion of stock with a confirmed Decent Homes position to 92.39% and 94.44% respectively.

The remaining unknown stock has been estimated using a 27% non-decency assumption, consistent with the interim Phase 2 survey findings.

The updated Decent Homes position, incorporating both known and estimated outcomes, is:

BDC: 84.28% decent (15.72% non-decent), equating to 545 properties (474 confirmed and 71 estimated) out of 3,468.

MSDC: 86.77% decent (13.23% non-decent), equating to 450 properties (399 confirmed and 51 estimated) out of 3,402.

The primary causes of non-decency remain Thermal Comfort and Key Components (roofing).

Based on current contractor delivery rates, all identified remediation works are projected to be completed by August 2027 for BDC and September 2027 for MSDC.

We continue to work closely with our contractors, particularly our insulation providers, to increase weekly delivery rates and accelerate completion. In addition, we are progressing the appointment of an interim roofing contractor through the Eastern Procurement Framework to expedite delivery of roofing-related remedial works.

Section 3

The Tenant Voice – Transparency, Influence and Accountability



TSM Perception Scores

Status	Code	PI Name	Q2 2025	Q3 2025	Q4 2025	Q1 2026	Current Target	Spark Chart
			Value	Value	Value	Value		
✅	TSM_TP01_B	Overall satisfaction with the service provided by landlord (Babergh)	68%	70%	72%	76%	75%	
⚠️	TSM_TP01_MS	Overall satisfaction with the service provided by landlord (Mid Suffolk)	66%	74%	74%	74%	75%	
⚠️	TSM_TP02_B	Repair completed in last 12 months - satisfaction with overall repairs service from landlord over last 12 months	71%	75%	73%	75%	79%	
⚠️	TSM_TP02_MS	Repair completed in last 12 months - satisfaction with overall repairs service from landlord over last 12 months	70%	78%	73%	77%	79%	

Status	Code	PI Name	Q2 2025	Q3 2025	Q4 2025	Q1 2026	Current Target	Spark Chart
			Value	Value	Value	Value		
⚠️	TSM_TP03_B	Repair completed in last 12 months - satisfied with time taken to complete most recent repair after reported	60%	72%	68%	72%	75%	
✅	TSM_TP03_MS	Repair completed in last 12 months - satisfied with time taken to complete most recent repair after reported	61%	70%	67%	75%	75%	
⚠️	TSM_TP04_B	Satisfaction that landlord provide a home that is well-maintained	70%	71%	69%	70%	75%	
⚠️	TSM_TP04_MS	Satisfaction that landlord provides a home that is well-maintained	73%	71%	76%	73%	75%	
✅	TSM_TP05_B	Satisfaction that landlords provide a home that is safe	70%	73%	76%	82%	80%	
⚠️	TSM_TP05_MS	Satisfaction that landlords provide a home that is safe	77%	82%	83%	76%	80%	
⚠️	TSM_TP06_B	Satisfaction that landlord listens to views and acts upon them (Babergh)	45%	60%	57%	61%	65%	
⚠️	TSM_TP06_MS	Satisfaction that landlord listens to views and acts upon them (Mid Suffolk)	56%	59%	61%	61%	65%	
⚠️	TSM_TP07_B	Satisfaction that the landlord keeps tenant informed about things that matter to them (Babergh)	66%	71%	75%	70%	75%	
⚠️	TSM_TP07_MS	Satisfaction that the landlord keeps tenant informed about things that matter to them (Mid Suffolk)	72%	73%	79%	71%	75%	
⚠️	TSM_TP08_B	Landlord treats me fairly and with respect (Babergh)	68%	75%	76%	76%	78%	
🛑	TSM_TP08_MS	Landlord treats me fairly and with respect (Mid Suffolk)	73%	80%	79%	73%	78%	We are using thematic analysis to identify improvements for 2026/27

Status	Code	PI Name	Q2 2025	Q3 2025	Q4 2025	Q1 2026	Current Target	Spark Chart
			Value	Value	Value	Value		
	TSM_TP09_B	Complaint in last 12 months - satisfaction with landlord's approach to complaints handling (Babergh)	22%	35%	41%	42%	37%	
	TSM_TP09_MS	Complaint in last 12 months - satisfaction with landlord's approach to complaints handling (Mid Suffolk)	23%	34%	48%	35%	37%	
	TSM_TP10_B	Satisfaction that landlord keeps communal areas clean and well-maintained (Babergh)	49%	72%	65%	60%	68%	We are reviewing our service levels through targeted estate walks.
	TSM_TP10_MS	Satisfaction that landlord keeps communal areas clean and well-maintained (Mid Suffolk)	81%	73%	90%	61%	68%	
	TSM_TP11_B	Satisfaction that landlords make a positive contribution to neighbourhoods (Babergh)	56%	68%	65%	63%	68%	
	TSM_TP11_MS	Satisfaction that landlords make a positive contribution to neighbourhoods (Mid Suffolk)	59%	60%	63%	59%	68%	
	TSM_TP12_B	Satisfaction with the landlord's approach to handling ASB (Babergh)	50%	70%	58%	65%	62%	
	TSM_TP12_MS	Council as landlord: Satisfaction with the landlord's approach to handling ASB (Mid Suffolk)	63%	60%	61%	46%	62%	ASB satisfaction drop is reflective of the ASB case backlog – See full comment on page 23

Levels of Engagement

Status	Code	PI Name	Q2 2025	Q3 2025	Q4 2025	Q1 2026	Spark Chart
			Value	Value	Value	Value	
	Hou_engage_001b	Number of Community Action Days Held (Babergh)	0	0	0	1	
	Hou_engage_001m	Number of Community Action Days Held (Mid Suffolk)	2	0	0	0	
	Hou_engage_002	Number of Tenants Engaged With	769	2,107	515	266	
	Hou_engage_003	Number of Tenant Approved Markers issued	1	4	2	4	
	Hou_engage_004	Number of Interactions with Neighbourhood Experts	16	5	10	8	
	Hou_engage_005	Number of formally involved tenants	576	557	593	624	
	Hou_engage_006	Number of tenants who interacted with tenant newsletter	14,002	8,725	6,577	5,144	
	Hou_engage_007	Number of Resident Readers engaged with	19	70	22	128	



Overall Complaints Performance

Status	Code	PI Name	Q2 2025	Q3 2025	Q4 2025	Q1 2026	Current Target	Spark Chart
			Value	Value	Value	Value		
	Hou_Com_003TB	Number of Stage 1 Complaints (Total for Council Housing) Babergh	58	74	77	82	n/a	
	Hou_Com_003TM	Number of Stage 1 Complaints (Total for Council Housing) Mid Suffolk	57	65	73	84	n/a	
	Hou_Com_004ATB	% of Stage 1 Complaints acknowledged within 5 working days (Council Housing Total) Babergh	40%	57.53%	87%	85.71%	90%	
	Hou_Com_004ATM	% of Stage 1 Complaints acknowledged within 5 working days (Council Housing Total) Mid Suffolk	44.64%	60%	90%	86.15%	90%	
	Hou_Com_005TB	% of Stage 1 Complaints Responded to within the Housing Ombudsman timescales (Council Housing Total) Babergh	90.91%	91.4%	100%	92.85%	85%	
	Hou_Com_005TM	% of Stage 1 Complaints Responded to within the Housing Ombudsman timescales (Council Housing Total) Mid Suffolk	81.49%	88.7%	97.26%	93.84%	85%	
	Hou_Com_006TB	Number of Stage 2 Complaints (Total for Council Housing) Babergh	6	9	10	22	n/a	
	Hou_Com_006TM	Number of Stage 2 Complaints (Total for Council Housing) Mid Suffolk	3	12	18	14	n/a	
	Hou_Com_007TB	% of Stage 2 Complaints Responded to within the Housing Ombudsman timescales (Council Housing Total) Babergh	100%	100%	100%	100%	85%	
	Hou_Com_007TM	% of Stage 2 Complaints Responded to within the Housing Ombudsman timescales (Council Housing Total) Mid Suffolk	100%	100%	96.67%	100%	85%	

Status	Code	PI Name	Q2 2025	Q3 2025	Q4 2025	Q1 2026	Current Target	Spark Chart
			Value	Value	Value	Value		
	Hou_Comp_001B	Number of Compliments Received for Housing - Babergh	17	9	17		n/a	
	Hou_Comp_001M	Number of Compliments Received for Housing - Mid Suffolk	20	20	17		n/a	
	TSM_CH01(2)_B	Number of stage two complaints received per 1,000 homes	2.28	2.57	2.88	3.17	n/a	
	TSM_CH01(2)_MS	Number of stage two complaints received per 1,000 homes	1.46	2.34	5.29	TBC	n/a	This data is currently being reviewed to ensure accuracy
	TSM_CH01_B	Number of stage 1 complaints per 1000 homes owned (Babergh)	20.27	21.13	22.2	20.18	n/a	
	TSM_CH01_MS	Number of Stage 1 Complaints per 1000 homes owned (Mid Suffolk)	19.08	19.08	21.45	19.1	n/a	
	TSM_CH02(2)_B	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales - Babergh	87.5%	100%	100%	100%	85%	
	TSM_CH02(2)_MS	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales - Mid Suffolk	80%	100%	92.3%	100%	85%	
	TSM_CH02_B	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	86.2%	90.54%	97.75%	92.85%	85%	
	TSM_CH02_MS	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	71.92%	87.69%	97.26%	93.84%	85%	

Transactional Satisfaction Scores - Move In

Status	Code	PI Name	Q2 2025	Q3 2025	Q4 2025	Q1 2026	Current Target	Spark Chart
			Value	Value	Value	Value		
✅	Hou_LetSat_001B	Overall Satisfaction with Letting (Transactional Survey) Babergh	91.67%	72.67%	83%	89%	80%	
✅	Hou_LetSat_001M	Overall Satisfaction with Letting (Transactional Survey) Mid Suffolk	77.67%	89.33%	88%	84.67%	80%	
⚠️	Hou_LetSat_002B	Satisfaction with condition of property on move in (Transactional Survey) Babergh	78%	69%	67%	79%	80%	
✅	Hou_LetSat_002M	Satisfaction with condition of property on move in (Transactional Survey) Mid Suffolk	40%	57.33%	73%	82%	80%	

Transactional Satisfaction Scores - ASB

Status	Code	PI Name	Q2 2025	Q3 2025	Q4 2025	Q1 2026	Current Target	Spark Chart
			Value	Value	Value	Value		
❓	Hou_Tenancy_010	Tenant satisfaction with the ASB Service Overall	44.33%	6.67%	61.33%	32%	70%	

Transactional Repairs Data

Status	Code	PI Name	Q2 2025	Q3 2025	Q4 2025	Q1 2026	Current Target	Spark Chart
			Value	Value	Value	Value		
✓	HRM_COMM_SAT	Resident Satisfaction - Communication around repairs	89.93%	92.3%	90.87%	91.4%	90%	
✓	HRM_EASE_OF_DEAL	Satisfaction – Ease of Dealing with Us	88.57%	92.47%	91.47%	90.37%	90%	
✓	HRM_OVERALL_SAT	Resident Satisfaction – Overall Repairs	89.4%	93.93%	92.53%	92.7%	90%	
✓	HRM_QUALITY_SAT	Satisfaction – Quality of Repair - Joint KPI	90.13%	94.37%	93.1%	93.2%	90%	

Scrutiny Action Plan(s) Progress

	H_ASB ASB Scrutiny Recommendations			
Progress Bar		 99%	Status	In Progress

Complaints Scrutiny Action Plan

	Scrutiny_Complaints H_Complaints_Scrutiny_Action Plan			
Progress Bar		 92%	Status	In Progress

Section 3

The Tenant Voice Section Summary

Tenant Scrutiny – The Board are currently undertaking a scrutiny project on VOIDs. There is a tenant workshop planned for late August where staff and tenants will come together to review current processes and come up with recommendations to improve the service. These recommendations will then be presented back to the Tenant Board for approval, before going to Overview in Scrutiny later in the year. The Tenant Board recently reviewed progress against actions from other scrutiny projects and are pleased to see progress has been made in all areas. Updated action plans have been published to our websites so all tenants can see what has been achieved to date.

Tenant Board - The Board were involved in the recent inspection by the Regulator of Social Housing. They attended an in-person meeting with the inspection team and also had one of their meetings observed. We'd like to say a big thank you to our Board members for their continued dedication in working with us to improve services for all tenants.

Tenant Engagement activities for this quarter:

- **Incentives Project** - the roll out of incentives has seen an increase in the number of tenants engaging with us. It is hoped this will continue throughout the rest of the year and we will continue to monitor.
- **Communications project** - over the summer, the engagement team have an Intern who is supporting the service in developing a communications strategy which will plan messaging to tenants, based on what tenants want to hear more about and in a form that suits them.
- **Estate walkabouts** - the engagement team have been using data from the TSM surveys around satisfaction with communal spaces, ASB and positive contribution to neighbourhood to plan an estate walkabout programme for Community Housing Officers. Each Officer will conduct a minimum of two walkabouts in September/October 2026, with support from an engagement officer. Walkabouts will be promoted to tenants so they can also attend.

Quarterly printed newsletter - following the success of the Getting to Know You project, the service now understands which tenants are digitally excluded and therefore will be sending out a quarterly printed newsletter to these individuals so they are aware of their rights and our responsibilities. The team are working with the communications team to deliver this.

Resident Readers - our resident readers have been busy over the last quarter reviewing a range of new policies. One suggestion that continues to come back is a one page summary of each policy to be published alongside the policy itself. This is to help tenants understand what the policy covers in an easy to understand format. Work is now underway to complete this for new policies and policies already published on our websites.

Tenant Engagement Annual Report

The team has published its Annual Report, showcasing how tenant feedback and involvement have shaped service improvements over the past year. The report highlights key achievements, demonstrates the impact of engagement activities, and ensures transparency by showing how tenants' voices influence decision-making. This is [available on our websites](#) and has been shared with tenants through My Home Bulletin.

Community Action Day: For the CAD's we are taking a different approach, where we are doing less monthly communal maintenance and instead doing more direct CAD's when there is a need in a community. For example Beatty Road we had the residents association present, Public realm, police, Housing Officer and community officers as well as staff volunteers to help clear the site and to help plant flowers for their greater places project. We had more tenants attend this CAD than the others as there was something for everyone. Our first Community Action Day of 2026 was held in the Springlands Estate in Sudbury. Staff from across Housing, Public Realm, the local member, Suffolk Police and other partners attended the day to engage with tenants on issues in their area and improve the appearance of the neighbourhood. As a result of earlier tenant engagement, a communal planting area was installed and planted on the day by local families. The day was a huge success with lots of tenants coming out to engage with us on issues in their neighbourhood and helping to support the clean-up.

Tenant Satisfaction: The satisfaction target was set by tenants in a TSM workshop with portfolio holders, We looked at benchmarked data from similar sized organisations and at our current satisfaction rates. This target puts us in the second quartile of performance for organisations of our size. The peer benchmark is 34.1% for comparison.

Tenant satisfaction with ASB service: This can vary each quarter as transactional surveys return numbers vary, so sometimes it can be low numbers with low return, or those low returns are dissatisfied which over represents the level of dissatisfaction. TSMs are perception surveys – they do not specifically speak to those who have had ASB cases. So Tenants can be referring to a recent case or a historic case, or even what they think they know about our ASB case handling. This makes the score volatile, and is why we will be doing positive comms stories about ASB in this years action plans. We are seeking to have this split via district for future reporting.

ASB Satisfaction: The MSDC ASB satisfaction drop is reflective of the ASB case backlog. Older cases were not updated as frequently or had poor levels of communication. The team have been working through these and satisfaction scores are reflective of the overall case handling which covers a time previous to Doug, Nathan and new case handling procedures.

Tenant Engagement Involvement: Q1 2025-26 was 171 and Q1 2026-27 was 280. Q4 25-26 was 516, the Getting to know you numbers were calculated in this Q. This would have made the numbers unusually high due to 150 completing that. Additionally we had a big survey completed in February that year for the repairs recharges with 176 tenants completing it, which would have also skewed the figures.

Why has BDC's stage 2 complaints more than doubled in Q1?

Of the upheld complaints for BDC for the quarter (14 were upheld) there are 2 core themes:

- Communication with tenants regarding timeframes/updates for outstanding works and communication between tenants and contractors.
- The quality of repair work

We will discuss these themes at the complaints taskforce meeting next month. I think if we can effectively tackle these then we can hopefully prevent escalation. In addition, there has been an increase in the number of complaints relating to voids. Voids is a known pressure point and a key focus of improvement work.

Complaint Reporting: Work is being scoped to define clearer governance regarding how the complaint data is being reported. For example, do we report on closed or open complaints, and do we include all complaints regardless of the outcome (some are closed as not a complaint for example). Also, prior to reporting we need to there is a data cleanse on placecube so we know what is being pulled through to the dashboard is accurate. Clare, Rachel and Phillipa will be working on this as part of the complaints improvement work.

Section 4

Neighbourhood & Tenancy

Number of ASB Cases reported per 1000 homes (Tenants)

Status	Code	PI Name	Q2 2025	Q3 2025	Q4 2025	Q1 2026	Spark Chart
			Value	Value	Value	Value	
	TSM_NM01_B	ASB cases relative to size of landlord (Babergh)	8.28	5.71	9.8	8.36	
	TSM_NM01_MS	ASB cases relative to size of landlord (Mid Suffolk)	7.04	8.51	8.81	6.17	

Number of hate Incidents reported (Tenants)

Status	Code	PI Name	Q2 2025	Q3 2025	Q4 2025	Q1 2026	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	0	0.28	0	
	TSM_NM02_M	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.	0	0	0.29	0	

Number of Lettings

Status	Code	PI Name	Q2 2025	Q3 2025	Q4 2025	Q1 2026	Current Target	Spark Chart
			Value	Value	Value	Value		
	Hou_Sol_023	Number of lettings	84	138	66	126	105	
	Hou_Tenmex_001	Number of Mutual Exchanges Completed	28	17	23	14	n/a	

Status	Code	PI Name	Q2 2025	Q3 2025	Q4 2025	Q1 2026	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	Q2 2025	Q3 2025	Q4 2025	Q1 2026	Current Target	Spark Chart
			Value	Value	Value	Value		
	Hou_Tenblin_001	Percentage of Blocks Inspections Completed	100%	96.34%	99%	100%	100%	

Section 4

Neighbourhood & Tenancy Section Summary

Anti-social behaviour

There has been lots of improvement works to this area over the last 6 months which is shown by the movement on the **H_ASB ASB Scrutiny Recommendations** moving to 99%, with only one final action for completion. This has seen the improvements to the current policy, a new procedure and the implementation of training for the team dealing with ASB.

In addition, there is work from our systems team to improve the ASB process in the housing management system to allow us to have better reporting and a clearer dashboard on what we require in terms of assurance around this area. This is due to go live in September 2026 and is current on track. We do, however, expect to see some dips in satisfaction around this area till we have seen the older cases come through and the new ways of working embedded.

Communal Areas

This is a recognised area that can differ between the two councils and there has been a dashboard created to look at what is driving these areas of satisfaction and what is driving these areas. As part of an improvement drive we are getting to the final stages of a service level agreement with our team in Public Realm and will be creating a tenant facing version to share with tenants so they can understand what they get for the service charges they pay and what is not included. We have also just had the Good Neighbourhood Management Policy approved and this improves some of the areas around estate inspections, expectation management on what we can and can't always do.

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.