



BMSDC

Quarterly Council Housing Assurance Report

July 2025



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.

Section 1





Housing KPI Scorecard

Repair timeframes









Status	Code	PI Name	Q2 2024/25	Q3 2024/25	Q4 2024/25	Q1 2025/26	Current Target	Spark Chart	Latest Note
			Value	Value	Value	Value			
✔	Hou_Hous_CA B05B	% of repairs completed within our timelines (Emergency - Babergh)	82.85%	90.54%	92.98%	94.52%	95%		
✔	Hou_Hous_CA B05MS	% of repairs completed within our timelines (Emergency - Mid Suffolk)	78.19%	85.6%	96.18%	92.8%	95%		
✘	Hou_RM_008_B	% of repairs completed within our timelines (Urgent) (Babergh)	20.96%	27.82%	53.8%	48.09%	90%		REDUCTION DUE TO CONNECT TRAINING AND MIGRATION OF JOBS FROM OPEN HOUSING TO CONNECT
✘	Hou_RM_009_MS	% of repairs completed within our timelines (Urgent) (Mid Suffolk)	18.12%	28.46%	42.57%	50.92%	90%		
✘	Hou_RM_010_B	% of repairs completed within our timelines (Routine) (Babergh)	34.95%	49.01%	68.3%	69.97%	85%		
⚠	Hou_RM_011_MS	% of repairs completed within our timelines (Routine) (Mid Suffolk)	38.94%	50.77%	71.29%	75.8%	85%		










Rent Collected as % of Debit


Status	Code	PI Name	Q2 2024/25	Q3 2024/25	Q4 2024/25	Q1 2025/26	Current Target	Spark Chart	Latest Note
			Value	Value	Value	Value			
	Housing_CAB01B	% of rent due collected (12 month rolling) (excluding current arrears brought forward) (Babergh)	99.61%	99.77%	99.89%	99.89%	100%		
	Housing_CAB01MS	% of rent due collected (12 month rolling) (excluding current arrears brought forward) (Mid Suffolk)	99.63%	99.88%	100.31%	99.77%	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 2024/25	Q3 2024/25	Q4 2024/25	Q1 2025/26	Current Target	Spark Chart	Latest Note
			Value	Value	Value	Value			
	Hou_Com_005TB	% of Stage 1 Complaints Responded to within the Housing Ombudsman timescales (Council Housing Total) Babergh	36.58%	75.38%	82.97%	94.55%	85%		
	Hou_Com_005TM	% of Stage 1 Complaints Responded to within the Housing Ombudsman timescales (Council Housing Total) Mid Suffolk	27.41%	91.07%	82.14%	97.92%	85%		
	Hou_Com_007TB	% of Stage 2 Complaints Responded to within the Housing Ombudsman timescales (Council Housing Total) Babergh	100%	93.33%	90.9%		85%		
	Hou_Com_007TM	% of Stage 2 Complaints Responded to within the Housing Ombudsman timescales (Council Housing Total) Mid Suffolk	100%	100%	100%		85%		





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

Status	Code	PI Name	Q2 2024/25	Q3 2024/25	Q4 2024/25	Q1 2025/26	Current Target	Spark Chart	Latest Note
			Value	Value	Value	Value			
	Hou_ACA_010B	% of Domestic Asbestos Reinspection compliant Babergh				100%	100%		
	Hou_ACA_010M	% of Domestic Asbestos Reinspection compliant Mid Suffolk				100%	100%		
	Hou_ACE_008B	% of Domestic Properties with valid 5 Year EICR Babergh				99.46%	100%		VOID 1 HOLD 3 COMPLETED - CERT ON OH 0 NO CERT ON OH 1 FAIL - Remedials 7 Legal Stage 1 1 Legal Stage 2 1 Legal Stage 3 0 Legal Stage 4 2 Other No Access - not in legal process or appointment 0 APPOINTMENT 2 QUERY 0 **NO ACCESS TOTAL: 6
	Hou_ACE_008M	% of Domestic Properties with valid 5 Year EICR Mid Suffolk				99.76%	100%		VOID 1 HOLD 2 COMPLETED - CERT ON OH 0 NO CERT ON OH 1 FAIL - Remedials 2 Legal Stage 1 0 Legal Stage 2 2 Legal Stage 3 0 Legal Stage 4 0 Other No Access - not in legal process or appointment 0 APPOINTMENT 1 QUERY 0 **NO ACCESS TOTAL: 3
	Hou_ACF_006B	% of FRA's Required complete Babergh				100%	100%		
	Hou_ACF_006M	% of FRA's Required complete Mid Suffolk				100%	100%		
	Hou_ACF_007B	% of Fire Door Surveys required complete Babergh				32.43%	100%		Issues: Stood down extant fire door inspection contractor in 2024 due to performance and lack of delivery. New contractor procured via compliant route but has not been performing. All fire door surveys were overdue once started on six-monthly inspections. This round of inspections is still in progress. Contractor will be stood







Status	Code	PI Name	Q2 2024/25	Q3 2024/25	Q4 2024/25	Q1 2025/26	Current Target	Spark Chart	Latest Note
			Value	Value	Value	Value			
									<p>down once they complete current door inspections, planned for last week in July.</p> <p>What doing: Pushing current contractor to deliver all inspections to remain compliant.</p> <p>Working with procurement on long term contract via a full tender process, which won't be in place until 2026. Have been working with BMSDC procurement for interim, compliantly procured contractor since early 2025; approach has been agreed via a framework but progress is slow. BMSDC will engage another contractor for the next round of inspections via standard PO T&Cs if the framework is not in place.</p>
	Hou_ACF_007 M	% of Fire Door Surveys required complete Mid Suffolk				62.5%	100%		<p>Issues: Stood down extant fire door inspection contractor in 2024 due to performance and lack of delivery. New contractor procured via compliant route but has not been performing. All fire door surveys were overdue once started on six-monthly inspections. This round of inspections is still in progress. Contractor will be stood down once they complete current door inspections, planned for last week in July.</p> <p>What doing: Pushing current contractor to deliver all inspections to</p>

Status	Code	PI Name	Q2 2024/25	Q3 2024/25	Q4 2024/25	Q1 2025/26	Current Target	Spark Chart	Latest Note
			Value	Value	Value	Value			
									<p>remain compliant.</p> <p>Working with procurement on long term contract via a full tender process, which won't be in place until 2026. Have been working with BMSDC procurement for interim, compliantly procured contractor since early 2025; approach has been agreed via a framework but progress is slow. BMSDC will engage another contractor for the next round of inspections via standard PO T&Cs if the framework is not in place.</p>
	Hou_ACG_012 B	% of domestic properties with Gas Compliant Babergh				99.78%	100%		<p>Overdues - 1 capped/Need capping, Void 0 and 1 appointments (due to no access and moving over from legal) Court = 0, 10 day letter = 0, Forced access = 4, 1 more showing as overdue that need certs uploading</p>
	Hou_ACG_012 M	% of domestic properties with Gas Compliant Mid Suffolk				99.61%	100%		<p>Overdues - 0 capped/Need capping, Void 0 and 2 appointments (due to no access and moving over from legal) Court = 3, 10 day letter = 1, Forced access = 1, 0 more showing as overdue that need certs uploading</p>
	Hou_ACL_007B	% of Lift Insurance Inspections Compliant				100%	100%		
	Hou_ACL_007 M	% of Lift Insurance Inspections Compliant				100%	100%		

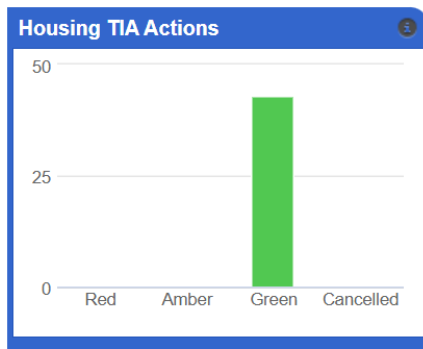
Smoke and CO Detectors

Status	Code	PI Name	Q2 2024/25	Q3 2024/25	Q4 2024/25	Q1 2025/26	Current Target	Spark Chart	Latest Note
			Value	Value	Value	Value			
	Hou_ACC_005 B	% of properties CO Detector Compliant Babergh				99.4%	100%		
	Hou_ACC_005 M	% of properties CO Detector Compliant Mid Suffolk				99.3%	100%		
	Hou_ACS_005 B	% of properties Smoke Detector Compliant Babergh				95.93%	100%		<p>The reason some smoke alarm records are currently showing as overdue is due to the complexity and evolution of our data collation process over the past year. Here's a summary of the key factors:</p> <p>Over the last 12 months, we've been working to consolidate data from multiple contractors and certification types, including alarms, LGSR, oil, solid fuel, LD2 upgrades, and a new programme of cylinder checks.</p>
	Hou_ACS_005 M	% of properties Smoke Detector Compliant Mid Suffolk				96.98%	100%		<p>We're confident that with these measures in place, the overdue figures will continue to decline at pace resulting in two-thirds of those now completed and the majority in the next 4-6 weeks.</p>

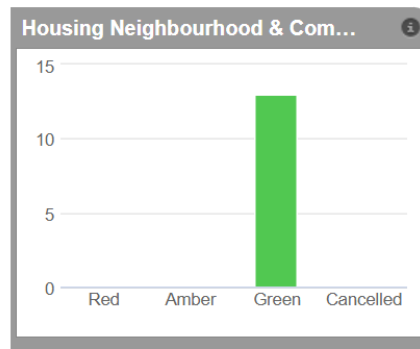
Damp and Mould and HHSRS

Status	Code	PI Name	Q2 2024/25	Q3 2024/25	Q4 2024/25	Q1 2025/26	Current Target	Spark Chart	Latest Note
			Value	Value	Value	Value			
	Hou_ACD_006 B	No of Damp and Mould Inspections raised in quarter Babergh				142			Access gained to 108.
	Hou_ACD_006 M	No of Damp and Mould Inspections raised in quarter Mid Suffolk				95			Accessed 69
	Hou_ACD_007 B	No of HHSRS Cat 1 mould hazards identified in quarter Babergh				2			Both resolved
	Hou_ACD_007 M	No of HHSRS Cat 1 mould hazards identified in quarter Mid Suffolk				2			both unresolved - appointment booked for 1
	Hou_ACD_008 B	No of HHSRS Cat 2 mould hazards identified in quarter Babergh				83			6 unresolved
	Hou_ACD_008 M	No of HHSRS Cat 2 mould hazards identified in quarter Mid Suffolk				57			1 unresolved

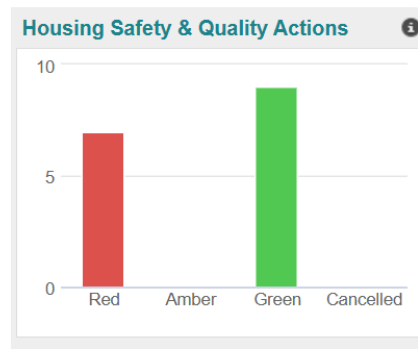
TIA Standard



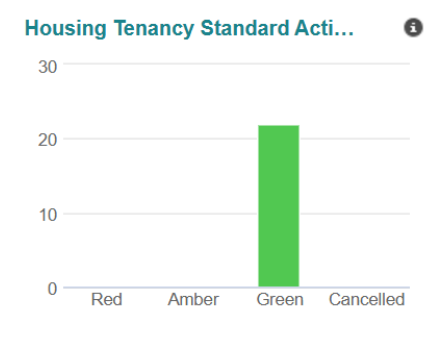
Neighbourhood & Communities Standard



Safety & Quality Standard



Tenancy Standard





Section 2

Safety & Quality


Stock Condition / Decency









Status	Code	PI Name	Q2 2024/25	Q3 2024/25	Q4 2024/25	Q1 2025/26	Current Target	Spark Chart	Latest Note
			Value	Value	Value	Value			
	TSM_RP01_B	% Homes that do not meet decent homes standard				17.07%	1%		n relation to our decency levels, we wanted to highlight that throughout the last year we have undertaken a full stock condition survey and therefore have a much more accurate

Status	Code	PI Name	Q2 2024/25	Q3 2024/25	Q4 2024/25	Q1 2025/26	Current Target	Spark Chart	Latest Note
			Value	Value	Value	Value			
									<p>understanding of the condition of our homes at an individual property level than as reported in previous submissions. In line with wanting to be completely transparent with the Regulator, we have reported the decency figures as they relate to the most recent findings of our stock condition surveys as at the end of March 2025. In line with the decent homes guidance, those properties where we have been refused access by our tenants, we have counted these as decent until we are able to gain access or the properties become void. Please be assured, this data will be informing our asset management strategy and asset investment programme enabling us to bring these non-decent homes up to standard in a planned way, mitigating any risks in relation to HHSRS where they are found.</p>
	TSM_RP01_MS	% Homes that do not meet decent homes standard	7.7%	7.7%	7.7%	18.23%	1%		<p>n relation to our decency levels, we wanted to highlight that throughout the last year we have undertaken a full stock condition survey and therefore have a much more accurate understanding of the condition of our homes at an individual property level than as reported in previous submissions. In line with wanting to be completely transparent with the Regulator, we have reported the decency figures as they relate to the most recent findings of our stock condition surveys as at the end of March 2025. In line with the decent homes guidance, those properties</p>



Status	Code	PI Name	Q2 2024/25	Q3 2024/25	Q4 2024/25	Q1 2025/26	Current Target	Spark Chart	Latest Note
			Value	Value	Value	Value			
									where we have been refused access by our tenants, we have counted these as decent until we are able to gain access or the properties become void. Please be assured, this data will be informing our asset management strategy and asset investment programme enabling us to bring these non-decent homes up to standard in a planned way, mitigating any risks in relation to HHSRS where they are found.

Asset Investment Programme Progress

	H_AIP 25/26 Asset Improvement Programme 25/26		
Progress Bar	<input type="text" value="0%"/>	Status	Not Started

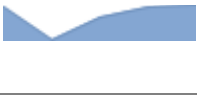

Sub Actions			
	H_AIM 1 Kitchen Improvements	<input type="text" value="0%"/>	
	H_AIM 2 Bathroom Improvements	<input type="text" value="0%"/>	
	H_AIM 3 Window and Door Improvements	<input type="text" value="0%"/>	
	H_AIM 4 Heritage Windows	<input type="text" value="0%"/>	
	H_AIM 5 Roofing	<input type="text" value="0%"/>	
	H_AIM 6 Garages	<input type="text" value="0%"/>	
	H_AIM 7 RWG and FSB	<input type="text" value="0%"/>	
	H_AIM 8 Wall Insulation and Cladding	<input type="text" value="0%"/>	

Number of Live Disrepair Claims

Status	Code	PI Name	Q2 2024/25	Q3 2024/25	Q4 2024/25	Q1 2025/26	Spark Chart	Latest Note
			Value	Value	Value	Value		
	Hou_RM_015	Number of Live Disrepair Claims (Not Settled)				46		

TSM Management Information (repairs and asset compliance)

Status	Code	PI Name	Q2 2024/25	Q3 2024/25	Q4 2024/25	Q1 2025/26	Current Target	Spark Chart	Latest Note
			Value	Value	Value	Value			
✔	TSM_BS01_B	% Gas Safety Checks Valid	99.52%	99.78%	99.82%	99.69%	99%		
✔	TSM_BS01_MS	% Gas Safety Checks Valid	98.91%	99.52%	99.71%	99.61%	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%	97.87%	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	99.43%	99.71%	99.74%	99.76%	99%		
✔	TSM_BS06_MS	% of Electrical Checks Carried Out	99.58%	99.73%	99.88%	99.76%	99%		
✔	TSM_RP02(2)_B	Proportion of emergency responsive repairs completed within the landlord's target timescale (24hrs)	63.84%	50.46%	71.22%	94.9%	95%		
✔	TSM_RP02(2)_MS	Proportion of emergency responsive repairs completed within the landlord's target timescale (24hrs)	63.84%	49.56%	60.05%	96.06%	95%		

Status	Code	PI Name	Q2 2024/25	Q3 2024/25	Q4 2024/25	Q1 2025/26	Current Target	Spark Chart	Latest Note
			Value	Value	Value	Value			
⚠	TSM_RP02_B	Proportion of non-emergency repairs completed within target timescale (20 days)	30.48%	52.37%	65.52%	66.39%	80%		
⚠	TSM_RP02_MS	Proportion of non-emergency repairs completed within target timescale (20 days)	85.41%	52.5%	63.87%	71.38%	80%		



Section 3

The Tenant Voice – Transparency, Influence and Accountability



















TSM Perception Scores

Status	Code	PI Name	Q2 2024/25	Q3 2024/25	Q4 2024/25	Q1 2025/26	Current Target	Spark Chart	Latest Note
			Value	Value	Value	Value			
⚠️	TSM_TP01_B	Overall satisfaction with the service provided by landlord (Babergh)	62%	60%	73%	70%	70.7%		
⚠️	TSM_TP01_MS	Overall satisfaction with the service provided by landlord (Mid Suffolk)	65%	65%	73%	68%	70.7%		
⚠️	TSM_TP06_B	Satisfaction that landlord listens to views and acts upon them (Babergh)	38%	44%	63%	51%	57.7%		
⚠️	TSM_TP06_MS	Satisfaction that landlord listens to views and acts upon them (Mid Suffolk)	52%	57%	56%	56%	57.7%		
✅	TSM_TP07_B	Satisfaction that the landlord keeps tenant informed about things that matter to them (Babergh)	64%	66%	76%	72%	68.5%		
✅	TSM_TP07_MS	Satisfaction that the landlord keeps tenant informed about things that matter to them (Mid Suffolk)	60%	70%	74%	70%	68.5%		
✅	TSM_TP08_B	Landlord treats me fairly and with respect (Babergh)	66%	70%	75%	77%	73%		
✅	TSM_TP08_MS	Landlord treats me fairly and with respect (Mid Suffolk)	74%	72%	78%	74%	73%		
✅	TSM_TP09_B	Complaint in last 12 months - satisfaction with landlord's approach to complaints handling (Babergh)	17%	30%	55%	40%	33.6%		
⚠️	TSM_TP09_MS	Complaint in last 12 months - satisfaction with landlord's approach to complaints handling (Mid Suffolk)	26%	38%	46%	28%	33.6%		
✅	TSM_TP11_B	Satisfaction that landlords make a positive contribution to neighbourhoods (Babergh)	48%	47%	62%	61%	58.8%		
✅	TSM_TP11_MS	Satisfaction that landlords make a positive contribution to neighbourhoods (Mid Suffolk)	56%	54%	63%	62%	58.8%		
⚠️	TSM_TP12_B	Satisfaction with the landlord's approach to handling ASB (Babergh)	55%	53%	65%	55%	58.5%		

Status	Code	PI Name	Q2 2024/25	Q3 2024/25	Q4 2024/25	Q1 2025/26	Current Target	Spark Chart	Latest Note
			Value	Value	Value	Value			
	TSM_TP12_MS	Council as landlord: Satisfaction with the landlord's approach to handling ASB (Mid Suffolk)	55%	51%	60%	59%	58.5%		


















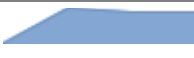


Levels of Engagement

Status	Code	PI Name	Q2 2024/25	Q3 2024/25	Q4 2024/25	Q1 2025/26	Spark Chart	Latest Note
			Value	Value	Value	Value		
	Hou_engage_001b	Number of Community Action Days Held (Babergh)	2	0	1	2		
	Hou_engage_001m	Number of Community Action Days Held (Mid Suffolk)				1		
	Hou_engage_002	Number of Tenants Engaged With	248	304	234	175		Tenant Board 4 Harwood Place Consultation 8 Great Cornard CAD 16 Tenant Board interviews 3 Resident Readers Vulnerability Policy 5 Neighbourhood Experts 5 CJM 4 Jubilee court 5 CAD pre walk about eye 3
	Hou_engage_003	Number of Tenant Approved Markers issued	6	5	6	2		Vulnerability policy
	Hou_engage_004	Number of Interactions with Neighbourhood Experts	20	17	15	10		
	Hou_engage_005	Number of formally involved tenants	573	574	573	576		3 new board members
	Hou_engage_006	Number of tenants who interacted with tenant newsletter	5,594	8,310	7,495	11,901		We sent the MHB to 6,060 tenants. 3,127 tenants opened this with 59 clicks to further









Status	Code	PI Name	Q2 2024/25	Q3 2024/25	Q4 2024/25	Q1 2025/26	Spark Chart	Latest Note
			Value	Value	Value	Value		
								information. In June we also sent the invitation to the complaints workshops, this went to 6,072 tenants, and 2,748 tenants opened this. 47 tenants clicked through to further information.
	Hou_engage_007	Number of Resident Readers engaged with	38	115	90	5		Vulnerability policy







Overall Complaints Performance

Status	Code	PI Name	Q2 2024/25	Q3 2024/25	Q4 2024/25	Q1 2025/26	Current Target	Spark Chart	Latest Note
			Value	Value	Value	Value			
	Hou_Com_003 TB	Number of Stage 1 Complaints (Total for Council Housing) Babergh	82	65	94	85			
	Hou_Com_003 TM	Number of Stage 1 Complaints (Total for Council Housing) Mid Suffolk	62	56	56	52			
	Hou_Com_004 ATB	% of Stage 1 Complaints acknowledged within 5 working days (Council Housing Total) Babergh	28.4%	41.38%	37.08%	55.29%	90%		Acknowledgements are not being actioned properly in the system by complaint responders, although the majority are being acknowledged within the 5 working day timeline.
	Hou_Com_004 ATM	% of Stage 1 Complaints acknowledged within 5 working days (Council Housing Total) Mid Suffolk	27.42%	52%	65.38%	61.54%	90%		Training has been given to complaint responders on how to do this within the system so we expect to see this figure increase to meet target next quarter.
	Hou_Com_005 TB	% of Stage 1 Complaints Responded to within the Housing Ombudsman timescales (Council Housing Total) Babergh	36.58%	75.38%	82.97%	94.55%	85%		
	Hou_Com_005 TM	% of Stage 1 Complaints Responded to within the Housing Ombudsman timescales (Council Housing Total) Mid Suffolk	27.41%	91.07%	82.14%	97.92%	85%		
	Hou_Com_006 TB	Number of Stage 2 Complaints (Total for Council Housing) Babergh	14	15	11	12			
	Hou_Com_006 TM	Number of Stage 2 Complaints (Total for Council Housing) Mid Suffolk	14	7	10	2			
	Hou_Com_007 TB	% of Stage 2 Complaints Responded to within the Housing Ombudsman timescales (Council Housing Total) Babergh	100%	93.33%	90.9%		85%		
	Hou_Com_007 TM	% of Stage 2 Complaints Responded to within the Housing Ombudsman timescales (Council Housing Total) Mid Suffolk	100%	100%	100%		85%		


Transactional Satisfaction Scores - Move In

Status	Code	PI Name	Q2 2024/25	Q3 2024/25	Q4 2024/25	Q1 2025/26	Current Target	Spark Chart	Latest Note
			Value	Value	Value	Value			
	Hou_LetSat_001B	Overall Satisfaction with Letting (Transactional Survey) Babergh	100%	89%	96%	75%	80%		June data is not in yet as the survey is delayed for 2 weeks from the end of the previous month to allow tenants time to move in and get a real understand of tenants perception.
	Hou_LetSat_001M	Overall Satisfaction with Letting (Transactional Survey) Mid Suffolk	100%	72.67%	77.67%	100%	80%		
	Hou_LetSat_002B	Satisfaction with condition of property on move in (Transactional Survey) Babergh	83.33%	71%	52.33%	87.5%	80%		
	Hou_LetSat_002M	Satisfaction with condition of property on move in (Transactional Survey) Mid Suffolk	76%	61.33%	61%	50%	80%		

Transactional Satisfaction Scores - ABS

Status	Code	PI Name	Q2 2024/25	Q3 2024/25	Q4 2024/25	Q1 2025/26	Current Target	Spark Chart	Latest Note
			Value	Value	Value	Value			
	Hou_Tenancy_010	Tenant satisfaction with the ASB Service Overall	57%	83.5%	60%	38.5%	70%		June survey not yet completed.
	Hou_Tenancy_011	Tenant satisfaction with the final outcome of the anti-social behaviour complaint	41.67%	47.33%	10%	38.5%	70%		





Scrutiny Action Plan(s) Progress

	H_ASB ASB Scrutiny Recommendations		
Progress Bar	<input type="text" value="2%"/>	Status	In Progress





Section 4

Neighbourhood & Tenancy







Number of ASB Cases reported per 1000 homes (Tenants)

Status	Code	PI Name	Q2 2024/25	Q3 2024/25	Q4 2024/25	Q1 2025/26	Spark Chart	Latest Note
			Value	Value	Value	Value		
	TSM_NM01_B	ASB cases relative to size of landlord (Babergh)	8.53	6.82	6.82	5.69		
	TSM_NM01_MS	ASB cases relative to size of landlord (Mid Suffolk)	9.49	8.9	11.86	10.27		

Number of hate Incidents reported (Tenants)


Status	Code	PI Name	Q2 2024/25	Q3 2024/25	Q4 2024/25	Q1 2025/26	Spark Chart	Latest Note
			Value	Value	Value	Value		
	TSM_NM02_B	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	1.42	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	0		

Number of Lettings

Status	Code	PI Name	Q2 2024/25	Q3 2024/25	Q4 2024/25	Q1 2025/26	Current Target	Spark Chart	Latest Note
			Value	Value	Value	Value			
	Hou_Sol_023	Number of lettings	117	130	89	84	35		
	Hou_Tenmex_001	Number of Mutual Exchanges Completed	35	33	25	13			
	Hou_Tenmex_0	Percentage of mutual exchanges	85.67%	97.75%	100%	100%	90%		

Status	Code	PI Name	Q2 2024/25	Q3 2024/25	Q4 2024/25	Q1 2025/26	Current Target	Spark Chart	Latest Note
			Value	Value	Value	Value			
	02	completed in target timeframe							

Communal Areas

Status	Code	PI Name	Q2 2024/25	Q3 2024/25	Q4 2024/25	Q1 2025/26	Current Target	Spark Chart	Latest Note
			Value	Value	Value	Value			
	Hou_Tenblin_01	Percentage of Blocks Inspections Completed	100%	100%	100%	100%	100%	