



# Council Housing Assurance Quarterly Report

Reporting on Quarter 2 – July to September 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	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Current Target	Spark Chart
			Value	Value	Value	Value		
✅	Hou_Hous_CAB05B	% of repairs completed within our timelines (Emergency - Babergh)	90.54%	92.98%	94.52%	100%	95%	
✅	Hou_Hous_CAB05 MS	% of repairs completed within our timelines (Emergency - Mid Suffolk)	85.6%	96.18%	92.8%	100%	95%	
🛑	Hou_RM_008_B	% of repairs completed within our timelines (Urgent) (Babergh)	27.82%	53.8%	48.09%	71%	85%	
⚠️	Hou_RM_009_MS	% of repairs completed within our timelines (Urgent) (Mid Suffolk)	28.46%	42.57%	50.92%	78%	85%	
⚠️	Hou_RM_010_B	% of repairs completed within our timelines (Routine) (Babergh)	49.01%	68.3%	69.97%	76.67%	85%	
⚠️	Hou_RM_011_MS	% of repairs completed within our timelines (Routine) (Mid Suffolk)	50.77%	71.29%	75.8%	82%	85%	



## Rent Collected as % of Debit

Status	Code	PI Name	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Current Target	Spark Chart
			Value	Value	Value	Value		
	Housing_CAB01B	% of rent due collected (12 month rolling) (excluding current arrears brought forward) (Babergh)	99.77%	99.89%	99.78%	99.79%	100%	
	Housing_CAB01MS	% of rent due collected (12 month rolling) (excluding current arrears brought forward) (Mid Suffolk)	99.88%	100.31%	99.77%	99.71%	100%	









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

Status	Code	PI Name	Q3 2024	Q4 2024	Q1 2025	Q2 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	75.38%	82.97%	94.55%	90.91%	85%	
	Hou_Com_005TM	% of Stage 1 Complaints Responded to within the Housing Ombudsman timescales (Council Housing Total) Mid Suffolk	91.07%	82.14%	97.92%	81.49%	85%	
	Hou_Com_007TB	% of Stage 2 Complaints Responded to within the Housing Ombudsman timescales (Council Housing Total) Babergh	95.33%	83.33%	94.43%	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	Q3 2024	Q4 2024	Q1 2025	Q2 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	99.71%	99.74%	99.46%	99.67%	100%	
✓	Hou_ACE_008M	% of Domestic Properties with valid 5 Year EICR Mid Suffolk	99.73%	99.88%	99.76%	99.57%	100%	
✓	Hou_ACF_006B	% of FRA's Required complete Babergh	100%	100%	100%	100%	100%	
✓	Hou_ACF_006M	% of FRA's Required complete Mid Suffolk	97.87%	100%	100%	100%	100%	
✓	Hou_ACF_007B	% of Fire Door Surveys required complete Babergh			32.43%	100%	100%	
✓	Hou_ACF_007M	% of Fire Door Surveys required complete Mid Suffolk			62.5%	100%	100%	
✓	Hou_ACG_012B	% of domestic properties with Gas Compliant Babergh	99.78%	99.82%	99.78%	99.78%	100%	
✓	Hou_ACG_012M	% of domestic properties with Gas Compliant Mid Suffolk	99.52%	99.71%	99.61%	99.78%	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%	

## Smoke and CO Detectors

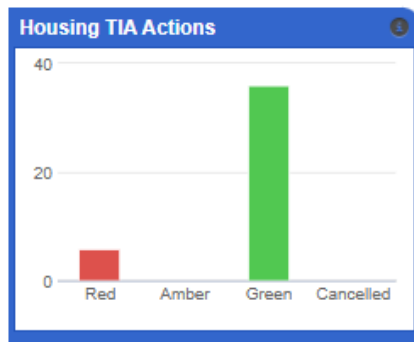
Status	Code	PI Name	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Current Target	Spark Chart
			Value	Value	Value	Value		
	Hou_ACC_005B	% of properties CO Detector Compliant Babergh			99.4%	99.4%	100%	
	Hou_ACC_005M	% of properties CO Detector Compliant Mid Suffolk			99.3%	99.4%	100%	
	Hou_ACS_005B	% of properties Smoke Detector Compliant Babergh			95.93%	97.61%	98%	
	Hou_ACS_005M	% of properties Smoke Detector Compliant Mid Suffolk			96.98%	98.26%	98%	

## Damp and Mould and HHSRS

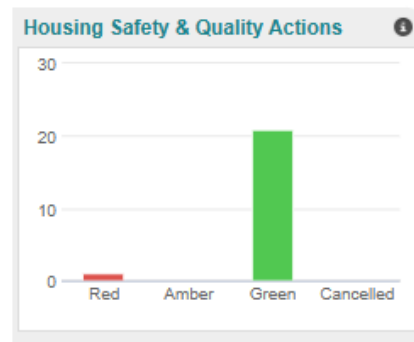
Status	Code	PI Name	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Current Target	Spark Chart
			Value	Value	Value	Value		
	Hou_ACD_006B	No of Damp and Mould Inspections raised in quarter Babergh			142	60		
	Hou_ACD_006M	No of Damp and Mould Inspections raised in quarter Mid Suffolk			95	58		
	Hou_ACD_007B	No of HHSRS Cat 1 mould hazards identified in quarter Babergh			2	5		
	Hou_ACD_007M	No of HHSRS Cat 1 mould hazards identified in quarter Mid Suffolk			2	2		
	Hou_ACD_008B	No of HHSRS Cat 2 mould hazards identified in quarter Babergh			83	36		
	Hou_ACD_008M	No of HHSRS Cat 2 mould hazards			57	21		

Status	Code	PI Name	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Current Target	Spark Chart
			Value	Value	Value	Value		
		identified in quarter Mid Suffolk						
✓	Hou_ACD_009B	% of Damp and Mould Inspections completed within 14 calendar days Babergh			100%	100%	100%	
✓	Hou_ACD_009M	% of Damp and Mould Inspections completed within 14 calendar days Mid Suffolk				100%	100%	
⛔	Hou_ACD_010B	% of HHSRS Cat 1 hazards resolved in 24 hours Babergh				80%	100%	
✓	Hou_ACD_010M	% of HHSRS Cat 1 hazards resolved in 24 hours Mid Suffolk				100%	100%	

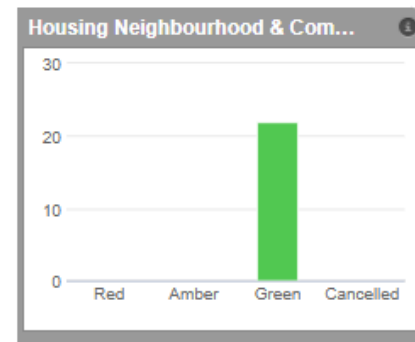
### TIA Standard



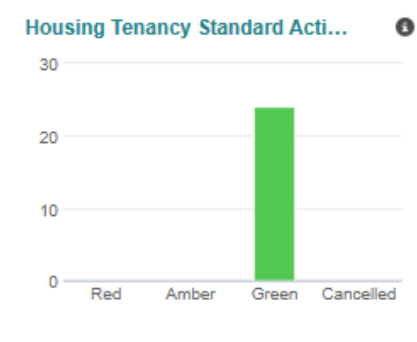
### Safety & Quality Standard



### Neighbourhood & Communities Standard



### Tenancy Standard



## Section 1

# Housing KPI Scorecard Section Summary

**Repairs Completed in Timeframes** - The non-emergency repairs being completed in target performance has been consistently improving over the last 18 months during the transformation of the repairs service. Our primary focus has been on reducing the backlog of Works in Progress (WIP) orders which has now been achieved enabling us to focus on routine and urgent delivery priorities. We expect further improvements next quarter and to meet all targets by end of Q4 of this reporting year.

**Complaint Response Timeframes** – Complaints being responded to in line with the Housing Ombudsman guidance is slightly down this month. This is due to some issues with complaints being reallocated to different teams in housing late, meaning we have missed deadlines. This issue is being raised at the next Housing Complaints Task Force meeting to discuss with all housing complaint responders what they can do to ensure this doesn't happen in the future.

**Evidencing Compliance with the Consumer Standards** – Our mapping of evidence has concluded, and we are now working with action owners to progress work still required to fill in our evidence gaps. We are also going to be undertaking a mock inspection exercise in January 2026 with an external provider which will provide us with an indicative grading and sense check our work to date, providing us with an improvement plan.

**Smoke Detector Compliance** – Last month, we were overdue on 182 smoke detectors across our homes. Following a series of targeted servicing programmes and operational adjustments, we have successfully reduced this number to 105 confirmed overdue units.

This improvement has been achieved through coordinated efforts with our electrical contractor, who have supported a dedicated servicing programme to address outstanding units.





**Damp and Mould** – We are looking to review our performance indicators for damp and mould in readiness for Q3 reporting to ensure we can evidence compliance with the first phase of Awaabs Law which starts on 27<sup>th</sup> October 2025 and mandates landlords to address significant issues within strict timescales. In readiness for this new legislative requirement, we have onboarded two new contractors, one for inspection of D&M hazards and one for remedial works required and we will be managing their performance through strict performance indicators as part of their contract award.

For the performance indicator missing target this month in relation to Cat 1 hazards being resolved in 24 hour period, this is due to 1 household refusing to move out whilst the hazard was resolved, which is their prerogative and still in line with the incoming legislation as we had offered alternative accommodation within the 24 hour period and therefore have taken all reasonable steps as required. We are working with the household to resolve the issue with them in occupation.


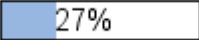
## Section 2






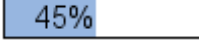

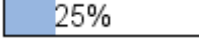


# Safety & Quality

## Stock Condition / Decency

Status	Code	PI Name	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Current Target	Spark Chart
			Value	Value	Value	Value		
	TSM_RP01_B	% Homes that do not meet decent homes standard	7.7%	7.7%	15.96%	15.51%	1%	
	TSM_RP01_MS	% Homes that do not meet decent homes standard	7.7%	7.7%	15.35%	15.21%	1%	



## Asset Investment Programme Progress

	<b>H_AIP 25/26 Asset Improvement Programme 25/26</b>		
Progress Bar		Status	In Progress





















Sub Actions		
	H_AIM 1 Kitchen Improvements	
	H_AIM 2 Bathroom Improvements	
	H_AIM 3 Window and Door Improvements	
	H_AIM 5 Roofing	
	H_AIM 8 Wall Insulation and Cladding	



## Number of Live Disrepair Claims

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

## TSM Management Information (repairs and asset compliance)

Status	Code	PI Name	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Current Target	Spark Chart
			Value	Value	Value	Value		
	TSM_BS01_B	% Gas Safety Checks Valid	99.78%	99.82%	99.69%	99.78%	99%	
	TSM_BS01_MS	% Gas Safety Checks Valid	99.52%	99.71%	99.61%	99.78%	99%	
	TSM_BS02_B	% Fire Safety Risk Assessments Carried Out	100%	100%	100%	100%	100%	
	TSM_BS02_MS	% Fire Safety Risk Assessments Carried Out	97.87%	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%	

Status	Code	PI Name	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Current Target	Spark Chart
			Value	Value	Value	Value		
✔	TSM_BS06_B	% of Electrical Checks Carried Out	99.71%	99.74%	99.76%	99.67%	99%	
✔	TSM_BS06_MS	% of Electrical Checks Carried Out	99.73%	99.88%	99.76%	99.76%	98%	
✔	TSM_RP02(2)_B	Proportion of emergency responsive repairs completed within the landlord's target timescale (24hrs)	50.46%	71.22%	94.9%	100%	95%	
✔	TSM_RP02(2)_MS	Proportion of emergency responsive repairs completed within the landlord's target timescale (24hrs)	49.56%	60.05%	96.06%	100%	95%	
⚠	TSM_RP02_B	Proportion of non-emergency repairs completed within target timescale (20 days)	52.37%	65.52%	66.39%	69.21%	80%	
⚠	TSM_RP02_MS	Proportion of non-emergency repairs completed within target timescale (20 days)	52.5%	63.87%	71.38%	75.95%	80%	

## Section 2

# Safety & Quality Section Summary

**Repairs Completed in Timeframes** - The non-emergency repairs being completed in target performance has been consistently improving over the last 18 months during the transformation of the repairs service. Our primary focus has been on reducing the backlog of Works in Progress (WIP) orders which has now been achieved enabling us focus on routine and urgent delivery priorities. We expect further improvements next quarter and to meet all targets by end of Q4 of this reporting year.

**Reduction in Disrepair Claims** – We are seeing a reduction in disrepair claims because we are now on top of our works in progress and due to improvements in record keeping, and dedicated resource, we have been able to successfully challenge claims where we are not at fault.

**Decency Figures** – The percentage of non-decent homes has reduced slightly in both districts this is because we have replaced 16 roofs in Babergh and 5 roofs in Mid Suffolk. We are currently reconciling and validating our data from the stock condition survey we completed on 80% of our homes in November last year and the likely result of this will be that our non-decency figure will reduce further. Our plan is to reduce non-decency down to 2% in Mid Suffolk and 4% in Babergh within the next 12 months.

## Section 3

# The Tenant Voice – Transparency, Influence and Accountability



















### TSM Perception Scores

Status	Code	PI Name	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Current Target	Spark Chart
			Value	Value	Value	Value		
🟡	TSM_TP01_B	Overall satisfaction with the service provided by landlord (Babergh)	60%	73%	70%	68%	70.7%	
🟡	TSM_TP01_MS	Overall satisfaction with the service provided by landlord (Mid Suffolk)	65%	73%	68%	66%	70.7%	
🔴	TSM_TP06_B	Satisfaction that landlord listens to views and acts upon them (Babergh)	44%	63%	51%	45%	57.7%	
🟡	TSM_TP06_MS	Satisfaction that landlord listens to views and acts upon them (Mid Suffolk)	57%	56%	56%	56%	57.7%	
🟡	TSM_TP07_B	Satisfaction that the landlord keeps tenant informed about things that	66%	76%	72%	66%	68.5%	

Status	Code	PI Name	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Current Target	Spark Chart
			Value	Value	Value	Value		
		matter to them (Babergh)						
✓	TSM_TP07_MS	Satisfaction that the landlord keeps tenant informed about things that matter to them (Mid Suffolk)	70%	74%	70%	72%	68.5%	
⚠	TSM_TP08_B	Landlord treats me fairly and with respect (Babergh)	70%	75%	77%	68%	73%	
✓	TSM_TP08_MS	Landlord treats me fairly and with respect (Mid Suffolk)	72%	78%	74%	73%	73%	
⛔	TSM_TP09_B	Complaint in last 12 months - satisfaction with landlord's approach to complaints handling (Babergh)	30%	55%	40%	22%	33.6%	
⛔	TSM_TP09_MS	Complaint in last 12 months - satisfaction with landlord's approach to complaints handling (Mid Suffolk)	38%	46%	28%	23%	33.6%	
⚠	TSM_TP11_B	Satisfaction that landlords make a positive contribution to neighbourhoods (Babergh)	47%	62%	61%	56%	58.8%	
✓	TSM_TP11_MS	Satisfaction that landlords make a positive contribution to neighbourhoods (Mid Suffolk)	54%	63%	62%	59%	58.8%	
⛔	TSM_TP12_B	Satisfaction with the landlord's approach to handling ASB (Babergh)	53%	65%	55%	50%	58.5%	
✓	TSM_TP12_MS	Council as landlord: Satisfaction with the landlord's approach to handling ASB (Mid Suffolk)	51%	60%	59%	63%	58.5%	













## Levels of Engagement

Status	Code	PI Name	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Spark Chart
			Value	Value	Value	Value	
	Hou_engage_001b	Number of Community Action Days Held (Babergh)	0	1	2	0	
	Hou_engage_001m	Number of Community Action Days Held (Mid Suffolk)	1	0	1	2	
	Hou_engage_002	Number of Tenants Engaged With	304	234	175	769	
	Hou_engage_003	Number of Tenant Approved Markers issued	5	6	2	1	
	Hou_engage_004	Number of Interactions with Neighbourhood Experts	17	15	10	16	
	Hou_engage_005	Number of formally involved tenants	574	573	576	576	
	Hou_engage_006	Number of tenants who interacted with tenant newsletter	8,310	7,495	11,901	14,002	
	Hou_engage_007	Number of Resident Readers engaged with	115	90	5	19	









## Overall Complaints Performance



Status	Code	PI Name	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Current Target	Spark Chart
			Value	Value	Value	Value		
	Hou_Com_003TB	Number of Stage 1 Complaints (Total for Council Housing) Babergh	65	94	81	64		
	Hou_Com_003TM	Number of Stage 1 Complaints (Total for Council Housing) Mid Suffolk	56	56	48	56		
	Hou_Com_004ATB	% of Stage 1 Complaints acknowledged within 5 working days (Council Housing Total) Babergh	41.38%	37.08%	55.29%	40%	90%	
	Hou_Com_004ATM	% of Stage 1 Complaints acknowledged within 5 working days (Council Housing Total) Mid Suffolk	52%	65.38%	61.54%	44.64%	90%	
	Hou_Com_005TB	% of Stage 1 Complaints Responded to within the Housing Ombudsman timescales (Council Housing Total) Babergh	75.38%	82.97%	94.55%	90.91%	85%	
	Hou_Com_005TM	% of Stage 1 Complaints Responded to within the Housing Ombudsman timescales (Council Housing Total) Mid Suffolk	91.07%	82.14%	97.92%	81.49%	85%	

Status	Code	PI Name	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Current Target	Spark Chart
			Value	Value	Value	Value		
	Hou_Com_006TB	Number of Stage 2 Complaints (Total for Council Housing) Babergh	15	11	12	5		
	Hou_Com_006TM	Number of Stage 2 Complaints (Total for Council Housing) Mid Suffolk	7	10	2	3		
	Hou_Com_007TB	% of Stage 2 Complaints Responded to within the Housing Ombudsman timescales (Council Housing Total) Babergh	95.33%	83.33%	94.43%	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		
	Hou_Comp_001M	Number of Compliments Received for Housing - Mid Suffolk			10	20		





### Transactional Satisfaction Scores - Move In

Status	Code	PI Name	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Current Target	Spark Chart
			Value	Value	Value	Value		
	Hou_LetSat_001B	Overall Satisfaction with Letting (Transactional Survey) Babergh	89%	96%	72.33%	88%	80%	
	Hou_LetSat_001M	Overall Satisfaction with Letting (Transactional Survey) Mid Suffolk	72.67%	77.67%	100%	73%	80%	
	Hou_LetSat_002B	Satisfaction with condition of property on move in (Transactional Survey) Babergh	71%	52.33%	58.33%	78%	80%	









Status	Code	PI Name	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Current Target	Spark Chart
			Value	Value	Value	Value		
	Hou_LetSat_002M	Satisfaction with condition of property on move in (Transactional Survey) Mid Suffolk	61.33%	61%	52.33%	40%	80%	


### Transactional Satisfaction Scores - ASB

Status	Code	PI Name	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Current Target	Spark Chart
			Value	Value	Value	Value		
	Hou_Tenancy_010	Tenant satisfaction with the ASB Service Overall	83.5%	60%	42.33%	44.33%	70%	
	Hou_Tenancy_011	Tenant satisfaction with the final outcome of the anti-social behaviour complaint	47.33%	10%	25.67%	44.33%	70%	


### Transactional Repairs Data

Status	Code	PI Name	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Current Target	Spark Chart
			Value	Value	Value	Value		
	HRM_EASE_OF_DEAL	Satisfaction – Ease of Dealing with Us			87.33%	88.57%	90%	
	HRM_OVERALL_SAT	Resident Satisfaction – Overall Repairs			89.33%	89.4%	90%	
	HRM_QUALITY_SAT	Satisfaction – Quality of Repair			94.67%	90.13%	90%	

### Scrutiny Action Plan(s) Progress

	<b>H_ASB ASB Scrutiny Recommendations</b>		
Progress Bar	<input type="text" value="39%"/>	Status	In Progress

### Complaints Scrutiny Action Plan

	<b>Scrutiny_Complaints H_Complaints_Scrutiny_ Action Plan</b>		
Progress Bar	<input type="text" value="45%"/>	Status	In Progress

## Section 3

# The Tenant Voice Section Summary

### **Overall Tenant Voice**

We have also completed a tenant led scrutiny project on complaints and from Q3 you will see the progress being made against the actions above which will include involving tenants more in our complaints process and our next scrutiny activity is on Communications which will be happening during Q3.

### **Tenant Satisfaction Measures – (Listens & Acts, Treated Fairly & with Respect, Satisfaction with Complaints and Handling of ASB)**

We ask 150 tenants per district, per quarter the same set of questions as required by the Tenant Satisfaction Measure standard. This is so by the end of the year we end up with at least 600 completed surveys per district which gives us and the Regulator the required confidence levels based on their technical requirements. Depending on who we ask, and a variety of other factors, this means we could see dips in the performance we report at quarterly intervals. The end of year result is the one that gets submitted to the Regulator and provides a much more accurate representation of how our tenants are perceiving the service we are providing.

For example; If we combine Q1 & Q2 responses for Listens & Acts in Babergh which is being reported at Q2 as 45%, the total so far this year is at 48%, for Fairness & Respect, we are reporting 68% for Q2 but the total so far is 73%, for Complaint Handling reporting 22%, but combining scores for both quarters is scoring 31% satisfaction for complaint handling. To give assurance, work is ongoing with the survey responses we receive to track sentiment analysis and to understand what further improvements we can make to increase satisfaction. Following the significant amount of transformation taken place in Housing, it is recognised that it can take up to 18 months to see satisfaction increase.

**Complaint Acknowledgement in time** – The ombudsman requires all complaints to be acknowledged in writing within 5 working days. This figure is still below target this quarter because of some complaint responders are not acknowledging complaints within the system properly, causing our reporting to be less than it should be. Managers are keeping a close eye on this for this quarter, and we should expect to see performance improve in this area at Q3.

**Lettings Satisfaction** – We have seen a decrease in satisfaction with the condition of the home being let. One of the issues is some teething problems with our new contractor, which is now resolved and secondly, the condition of homes we are needing to turnaround (both issues have also impacted on void times, which we will be including performance indicators for in this report from Q3 following recommendations made by Overview and Scrutiny Committee).





We are starting to do some work around being more transparent about our void standard with incoming tenants to try and manage expectations, working with the Housing Management and Housing Transformation teams on reviewing the whole voids and lettings process, implementing a contractor portal and associated process improvements to our new Total Mobile Connect IT solution and implementing our 'Good to Go' process – which will hopefully reduce our void spend by preventing some transferring tenants from moving if they have not complied with their tenancy conditions and caused any wilful damage and neglect to their existing home. We hope to see an improvement in this area over the next 2 quarters.

**ASB Satisfaction with Outcome** - Overall, the responses received reflect a need for improved communication and action from those responsible for managing ASB cases. Comments included seeking acknowledgment of their experiences and a more proactive approach to resolving ongoing issues.





## Section 4

# Neighbourhood & Tenancy





### Number of ASB Cases reported per 1000 homes (Tenants)



Status	Code	PI Name	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Spark Chart
			Value	Value	Value	Value	
	TSM_NM01_B	ASB cases relative to size of landlord (Babergh)	6.82	6.82	5.69	8.28	
	TSM_NM01_MS	ASB cases relative to size of landlord (Mid Suffolk)	8.9	11.86	10.27	7.04	

### Number of hate Incidents reported (Tenants)



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

### Number of Lettings

Status	Code	PI Name	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Current Target	Spark Chart
			Value	Value	Value	Value		
	Hou_Sol_023	Number of lettings	130	89	84	84	105	
	Hou_Tenmex_001	Number of Mutual Exchanges Completed	33	25	28	28		

Status	Code	PI Name	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Current Target	Spark Chart
			Value	Value	Value	Value		
	Hou_Tenmex_002	Percentage of mutual exchanges completed in target timeframe	97.75%	100%	100%	100%	90%	

### Communal Areas

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

## Section 4

# Neighbourhood & Tenancy Section Summary

The **number of ASB cases** has increased throughout Q2 which is expected during the summer months due to an increase in people using their homes gardens more and therefore impacting more on their neighbours.

We are also looking at other performance indicators we can include in this section of the report to provide further assurance around other areas of the Neighbourhood & Community Standard and the Tenancy Standard as our services progress which will include metrics around tenancy sustainment and domestic abuse.