



Babergh Tenant Dashboard

September 2024 - September 2023

Housing Performance Dashboard for Tenants

Babergh District Council – September 2024



WHAT YOU'D LIKE TO KNOW	SEPTEMBER 2024	AUGUST 2024	TARGET	TREND
Number of (total) repairs logged	546	513	n/a	
Number of repairs completed	690	775	n/a	
Number of repairs outstanding	0	0	n/a	
Tenant satisfaction with repairs %	90%	88%	100%	
Repairs completed on first visit %	83%	82.3%	n/a	
Average time to complete & close repair (days)	72.94	81.46	n/a	
Number of housing complaints received	N/A	N/A	n/a	
Complaints resolved within timescale	N/A	N/A	100%	
Number of Anti-Social Behaviour (ASB) cases raised	11	12	n/a	
Tenant satisfaction with ASB handling	No Survey completed	No Survey Completed	100%	
Gas safety compliance %	99.52%	99.35	100%	
Fire safety compliance %	100%	100%	100%	
Rent Collected %	99.78%	99.78%	100%	

Complaints Data

In June 2024 we moved over to a new complaints system. We are still working on getting the complaints data. Once we have the data, we will add it to the dashboard for this month



Housing Performance Dashboard for Tenants

Babergh District Council – August 2024



WHAT YOU'D LIKE TO KNOW	AUGUST 2024	JULY 2024	TARGET	TREND
Number of (total) repairs logged	513	660	n/a	
Number of repairs completed	775	786	n/a	
Number of repairs outstanding	0	0	n/a	
Tenant satisfaction with repairs %	88%	80%	100%	
Repairs completed on first visit %	82.3%	67.3%	n/a	
Average time to complete & close repair (days)	81.46	88.65	n/a	
Number of housing complaints received	N/A	N/A	n/a	
Complaints resolved within timescale	N/A	N/A	100%	
Number of Anti-Social Behaviour (ASB) cases raised	12	13	n/a	
Tenant satisfaction with ASB handling	No Survey Completed	100%	100%	
Gas safety compliance %	99.35	99.17	100%	
Fire safety compliance %	100%	100%	100%	
Rent collected %	99.78%	99.26%	100%	

Complaints Data

In June 2024 we moved over to a new complaints system. We are still working on getting the complaints data. Once we have the data, we will add it to the dashboard for this month



Housing Performance Dashboard for Tenants

Babergh District Council – July 2024



WHAT YOU'D LIKE TO KNOW	JULY 2024	JUNE 2024	TARGET	TREND
Number of (total) repairs logged	660	512	n/a	
Number of repairs completed	786	382	n/a	
Number of repairs outstanding	0	130	n/a	
Tenant satisfaction with repairs %	80%	75%	100%	
Repairs completed on first visit %	67.3%	88%	n/a	
Average time to complete & close repair (days)	88.65	44.65	n/a	
Number of housing complaints received	N/A	17	n/a	
Complaints resolved within timescale	N/A	29.41%	100%	
Number of Anti-Social Behaviour (ASB) cases raised	13	13	n/a	
Tenant satisfaction with ASB handling	100%	No Survey Completed	100%	
Gas safety compliance %	99.17	99.14%	100%	
Fire safety compliance %	100%	100%	100%	
Rent collected %	99.26%	99.83%	100%	

Complaints Data

In June 2024 we moved over to a new complaints system. We are still working on retrieving the complaints data. Once we have the data, we will add it to the dashboard for this month



Housing Performance Dashboard for Tenants

Babergh District Council – June 2024



WHAT YOU'D LIKE TO KNOW	JUNE 2024	MAY 2024	TARGET	TREND
Number of (total) repairs logged	512	680	n/a	
Number of repairs completed	382	416	n/a	
Number of repairs outstanding	130	307	n/a	
Tenant satisfaction with repairs %	75%	95%	100%	
Repairs completed on first visit %	88%	92.55%	n/a	
Average time to complete & close repair (days)	44.65	19	n/a	
Number of housing complaints received	17	33	n/a	
Complaints resolved within timescale	29.41%	36.36%	100%	
Number of Anti-Social Behaviour (ASB) cases raised	13	11	n/a	
Tenant satisfaction with ASB handling	No Survey Completed	100%	100%	
Gas safety compliance %	99.143%	99.26%	100%	
Fire safety compliance %	100%	100%	100%	
Rent collected %	99.83%	N/A	100%	



Housing Performance Dashboard for Tenants

Babergh District Council – May 2024



WHAT YOU'D LIKE TO KNOW	MAY2024	APRIL 2024	TARGET	TREND
Number of (total) repairs logged	680	550	n/a	
Number of repairs completed	416	414	n/a	
Number of repairs outstanding	307	193	n/a	
Tenant satisfaction with repairs %	95%	78%	100%	
Repairs completed on first visit %	92.55%	86.96%	n/a	
Average time to complete & close repair (days)	19	22	n/a	
Number of housing complaints received	33	43	n/a	
Complaints resolved within timescale	36.36%	16.27%	100%	
Number of Anti-Social Behaviour (ASB) cases raised	11	8	n/a	
Tenant satisfaction with ASB handling	100%	0%	100%	
Gas safety compliance %	99.26%	98.75%	100%	
Fire safety compliance %	100%	96.39%	100%	



Housing Performance Dashboard for Tenants

Babergh District Council – April 2024



WHAT YOU'D LIKE TO KNOW	APRIL 2024	MARCH 2024	TARGET	TREND
Number of (total) repairs logged	550	606	n/a	
Number of repairs completed	414	484	n/a	
Number of repairs outstanding	193	173	n/a	
Tenant satisfaction with repairs %	78%	69%	100%	
Repairs completed on first visit %	86.96%	86.16%	n/a	
Average time to complete & close repair (days)	22	33	n/a	
Number of housing complaints received	43	36	n/a	
Complaints resolved within timescale	16.27%	36%	100%	
Number of Anti-Social Behaviour (ASB) cases raised	8	8	n/a	
Tenant satisfaction with ASB handling	0%	No surveys completed this month	100%	
Gas safety compliance %	98.75%	98.63%	100%	
Fire safety compliance %	96.39%	96.39%	100%	

Fire Risk Assessments

We completed a data cleanse of our fire risk certification against the data that we hold within our systems. We found that 3 buildings expiry dates were exceeded. These buildings have now been booked in with our Fire Risk Assessment Contractor.

Housing Performance Dashboard for Tenants

Babergh District Council – March 2024



WHAT YOU'D LIKE TO KNOW	MARCH 2024	FEBRUARY 2024	TARGET	TREND
Number of (total) repairs logged	606	529	n/a	
Number of repairs completed	484	542	n/a	
Number of repairs outstanding	173	175	n/a	
Tenant satisfaction with repairs %	69%	90%	100%	
Repairs completed on first visit %	86.16%	91.2%	n/a	
Average time to complete & close repair (days)	33	46	n/a	
Number of housing complaints received	36	35	n/a	
Complaints resolved within timescale	36%	20%	100%	
Number of Anti-Social Behaviour (ASB) cases raised	8	4	n/a	
Tenant satisfaction with ASB handling	No surveys completed this month	No surveys completed this month	100%	
Gas safety compliance %	98.63%	98.82%	100%	
Fire safety compliance %	96.39%	100%	100%	

Fire Risk Assessments

We completed a data cleanse of our fire risk certification against the data that we hold within our systems. We found that 3 buildings expiry dates were exceeded. These buildings have now been booked in with our Fire Risk Assessment Contractor.

Housing Performance Dashboard for Tenants

Babergh District Council - February 2024



WHAT YOU'D LIKE TO KNOW	FEBRUARY 2024	JANUARY 2024	TARGET	TREND
Number of (total) repairs logged	529	664	n/a	
Number of repairs completed	542	438	n/a	↻
Number of repairs outstanding	175	347	n/a	↻
Tenant satisfaction with repairs %	90%	80%	100%	↻
Repairs completed on first visit %	91.2%	89.73%	n/a	↻
Average time to complete & close repair (days)	46	22	n/a	↻
Number of housing complaints received	35	38	n/a	↻
Complaints resolved within timescale	20%	36.85%	100%	↻
Number of Anti-Social Behaviour (ASB) cases raised	4	6	n/a	↻
Tenant satisfaction with ASB handling	No surveys completed this month	50%	100%	↻
Gas safety compliance %	98.82%	96.97%	100%	↻
Fire safety compliance %	100%	100%	100%	↻



Housing Performance Dashboard for Tenants

Babergh District Council – January 2024








WHAT YOU'D LIKE TO KNOW	JANUARY 2024	DECEMBER 2023	TARGET	TREND
Number of (total) repairs logged	664	414	n/a	
Number of repairs completed	438	385	n/a	
Number of repairs outstanding	347	174	n/a	
Tenant satisfaction with repairs %	80%	82%	100%	
Repairs completed on first visit %	89.73%	82.34%	n/a	
Average time to complete & close repair (days)	22	51	n/a	
Number of housing complaints received	38	37	n/a	
Complaints resolved within timescale	36.85%	50%	100%	
Number of Anti-Social Behaviour (ASB) cases raised	6	4	n/a	
Tenant satisfaction with ASB handling	50%	0%	100%	
Gas safety compliance %	96.97%	97.36%	100%	
Fire safety compliance %	100%	100%	100%	



Housing Performance Dashboard for Tenants

Babergh District Council – December 2023



WHAT YOU'D LIKE TO KNOW	DECEMBER 2023	NOVEMBER 2023	TARGET	TREND
Number of (total) repairs logged	414	243	n/a	
Number of repairs completed	385	665	n/a	
Number of repairs outstanding	174	233	n/a	
Tenant satisfaction with repairs %	82%	92%	100%	
Repairs completed on first visit %	82.34%	76.24%	n/a	
Average time to complete & close repair (days)	51	67	n/a	
Number of housing complaints received	37	41	n/a	
Complaints resolved within timescale	50%	31.7%	100%	
Number of Anti-Social Behaviour (ASB) cases raised	4	4	n/a	
Tenant satisfaction with ASB handling	0%	0%	100%	
Gas safety compliance %	97.36%	98.26%	100%	
Fire safety compliance %	100%	100%	100%	



Housing Performance Dashboard for Tenants

Babergh District Council - November 2023



WHAT YOU'D LIKE TO KNOW	NOVEMBER 2023	OCTOBER 2023	TARGET	TREND
Number of (total) repairs logged	243	348	n/a	
Number of repairs completed	665	538	n/a	
Number of repairs outstanding	233	213	n/a	
Tenant satisfaction with repairs %	92%	88%	100%	
Repairs completed on first visit %	76.24%	73.76%	n/a	
Average time to complete & close repair (days)	67	107	n/a	
Number of housing complaints received	41	39	n/a	
Complaints resolved within timescale	31.7%	26.58%	100%	
Number of Anti-Social Behaviour (ASB) cases raised	4	11	n/a	
Tenant satisfaction with ASB handling	0%	0%	100%	
Gas safety compliance %	98.26%	98.37%	100%	
Fire safety compliance %	100%	100%	100%	



Housing Performance Dashboard for Tenants

Babergh District Council - October 2023



WHAT YOU'D LIKE TO KNOW	OCTOBER 2023	SEPTEMBER 2023	TARGET	TREND
Number of (total) repairs logged	348	210	n/a	
Number of repairs completed	538	438	n/a	
Number of repairs outstanding in October	213	135	n/a	
Tenant satisfaction with repairs %	88%	90%	100%	
Repairs completed on first visit %	73.76%	81.7%	n/a	
Average time to complete & close repair (days)	107	56	n/a	
Number of housing complaints received	39	25	n/a	
Complaints resolved within timescale	26.58%	29%	100%	
Number of Anti-Social Behaviour (ASB) cases raised	11	7	n/a	
Tenant satisfaction with ASB handling	0%	100%	100%	
Gas safety compliance %	98.37%	98.6%	100%	
Fire safety compliance %	100%	100%	100%	



Housing Performance Dashboard for Tenants

Babergh District Council - September 2023



WHAT YOU'D LIKE TO KNOW	SEPTEMBER 2023	AUGUST 2023	TARGET	TREND
Number of (total) repairs logged	210	646	n/a	
Number of repairs completed	438	273	n/a	
Number of repairs outstanding in September	-	373	n/a	
Tenant satisfaction with repairs %	90%	86%	100%	
Repairs completed on first visit %	81.7	88.35%	n/a	
Average Time to complete & close repair (days)	56	32	n/a	
Number of housing complaints received	25	29	n/a	
Complaints resolved within timescale	29%	52%	100%	
Number of Anti-Social Behaviour (ASB) cases raised	7	11	n/a	
Tenant satisfaction with ASB handling	100%	60%	100%	
Gas safety compliance %	98.6%	98.1%	100%	
Fire safety compliance %	100%	100%	100%	

