



Council Housing Assurance Quarterly Report

Reporting on Quarter Q4 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 for Tenant Satisfaction Measures (TSM) at the time of this report is Babergh 3468 homes and Mid Suffolk 3402 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

















Q4 Status	Code	PI Name	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Current Target	Spark Chart / Comments
			Value	Value	Value	Value		
✔	Hou_Hous_CAB05B	% of repairs completed within our timelines (Emergency - Babergh)	94.52%	100%	100%	100%	95%	
✔	Hou_Hous_CAB05MS	% of repairs completed within our timelines (Emergency - Mid Suffolk)	92.8%	100%	100%	100%	95%	
✔	Hou_RM_008_B	% of repairs completed within our timelines (Urgent) (Babergh)	48.09%	71%	73.67%	93%	85%	
✔	Hou_RM_009_MS	% of repairs completed within our timelines (Urgent) (Mid Suffolk)	50.92%	78%	78.33%	92.67%	85%	
✔	Hou_RM_010_B	% of repairs completed within our timelines (Routine) (Babergh)	69.97%	76.67%	86%	94.67%	85%	
✔	Hou_RM_011_MS	% of repairs completed within our timelines (Routine) (Mid Suffolk)	75.8%	82%	87.67%	95.33%	85%	

















Rent Collected as % of Debit









Q4 Status	Code	PI Name	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Current Target	Spark Chart / Comments
			Value	Value	Value	Value		
	Housing_CAB01B	% of rent due collected (12 month rolling) (excluding current arrears brought forward) (Babergh)	99.78%	99.79%	99.71%	99.91%	100%	
	Housing_CAB01MS	% of rent due collected (12 month rolling) (excluding current arrears brought forward) (Mid Suffolk)	99.77%	99.71%	99.52%	99.87%	100%	

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





Q4 Status	Code	PI Name	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Current Target	Spark Chart / Comments
			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	99.46%	99.67%	99.68%	99.8%	100%	
	Hou_ACE_008M	% of Domestic Properties with valid 5 Year EICR Mid Suffolk	99.76%	99.57%	99.85%	99.9%	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	100%	100%	100%	100%	100%	
	Hou_ACF_007B	% of Fire Door Surveys required complete Babergh	32.43%	100%	100%	100%	100%	
	Hou_ACF_007M	% of Fire Door Surveys required complete Mid Suffolk	62.5%	100%	100%	100%	100%	












Q4 Status	Code	PI Name	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Current Target	Spark Chart / Comments
			Value	Value	Value	Value		
	Hou_ACG_012B	% of domestic properties with Gas Compliant Babergh	99.78%	99.78%	100%	99.91%	100%	
	Hou_ACG_012M	% of domestic properties with Gas Compliant Mid Suffolk	99.61%	99.78%	100%	100%	100%	
	Hou_ACL_007B	% of Lift Insurance Inspections Compliant (Babergh)	100%	100%	100%	100%	100%	
	Hou_ACL_007M	% of Lift Insurance Inspections Compliant (Mid Suffolk)	100%	100%	100%	100%	100%	
	Hou_ACSF_003B	Percentage Compliant of Solid Fuel Burners Babergh	N/A	N/A	N/A	61.54%	100%	5 overdue properties projected are all going through the no access procedure, with the properties at various stages such as being at the third attempt to having an appointment and some being issued formal letters in the injunction process.
	Hou_ACSF_003MS	Percentage Compliant of Solid Fuel Burners Mid Suffolk	N/A	N/A	N/A	76.19%	100%	10 overdue properties projected are all going through the no access procedure, with the properties at various stages such as being at the third attempt to having an appointment and some being issued formal letters in the injunction process.
	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

Q4 Status	Code	PI Name	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Current Target	Spark Chart / Comments
			Value	Value	Value	Value		
	Hou_ACC_005B	% of properties CO Detector Compliant Babergh	99.4%	99.4%	99.7%	99.72%	99%	
	Hou_ACC_005M	% of properties CO Detector Compliant Mid Suffolk	99.3%	99.4%	99.6%	99.76%	99%	
	Hou_ACS_005B	% of properties Smoke Detector Compliant Babergh	95.93%	97.61%	99.25%	99.3%	100%	
	Hou_ACS_005M	% of properties Smoke Detector Compliant Mid Suffolk	96.98%	98.26%	99.32%	99.5%	100%	

Damp and Mould and HHSRS

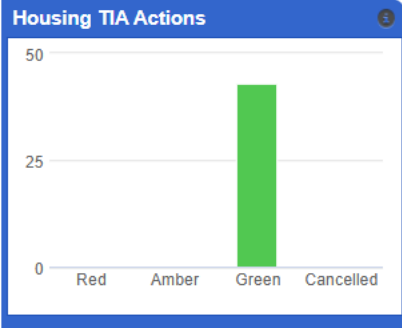
Q4 Status	Code	PI Name	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Current Target	Spark Chart / Comments
			Value	Value	Value	Value		
	Hou_ACD_007B	Number of new emergency (HHSRS Cat 1) D&M hazards reported - Babergh	2	5	8	6	Data Only	
	Hou_ACD_007M	Number of new emergency (HHSRS Cat 1) D&M hazards reported - Mid Suffolk	2	2	16	4	Data Only	

Q4 Status	Code	PI Name	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Current Target	Spark Chart / Comments
			Value	Value	Value	Value		
	Hou_ACD_008B	Number of new significant (HHSRS Cat 2- Band D&E) D&M hazards reported - Babergh	83	36	222	133	Data Only	A number of cases are experienced during the colder months
	Hou_ACD_008M	Number of new significant (HHSRS Cat 2- Band D&E) D&M hazards reported - Mid Suffolk	57	21	181	101	Data Only	
	Hou_ACD_009B	Percentage of Damp and Mould Inspections (SIGNIFICANT) completed within 10 working days - Babergh	N/A	100%	98%	76.7%	100%	A total of 23.3% (31 properties) (B) 13% (13 properties) (M) of appointments fail due to a combination of resident-related factors.
	Hou_ACD_009M	Percentage of Damp and Mould Inspections (SIGNIFICANT) completed within 10 working days - Mid Suffolk	N/A	100%	98%	87.1%	100%	
	Hou_ACD_010B	Percentage of emergency hazards (Cat 1 HHSRS) resolved within 24 hours inc D&M - Babergh	N/A	80%	78%	100%	100%	
	Hou_ACD_010M	Percentage of emergency hazards (Cat 1 HHSRS) resolved within 24 hours inc D&M - Mid Suffolk	N/A	100%	63%	75%	100%	Missed target due to one tenant refusing access. Works have since been completed.
	Hou_ACD_012B	Percentage of EMERGENCY D&M INSPECTIONS completed within 24 hours - Babergh	N/A	N/A	100%	100%	100%	
	Hou_ACD_012M	Percentage of EMERGENCY D&M INSPECTIONS completed within 24 hours - Mid Suffolk	N/A	N/A	100%	100%	100%	

TIA Standard

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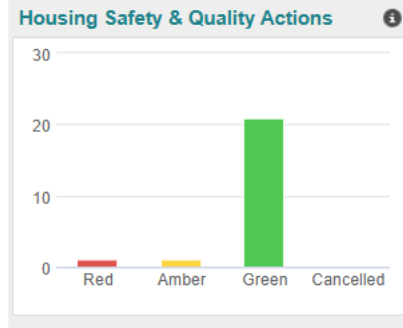
Housing TIA Actions



Safety & Quality Standard

23

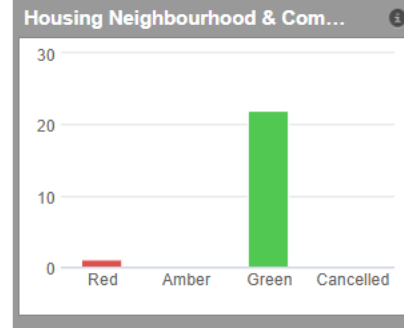
Housing Safety & Quality Actions



Neighbourhood & Communities Standard

23

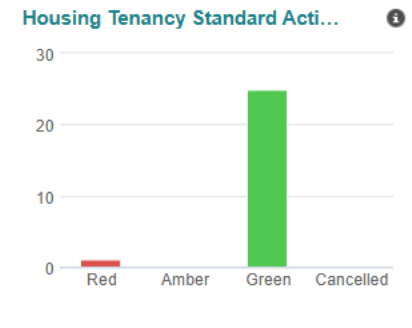
Housing Neighbourhood & Communities Actions



Tenancy Standard

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Housing Tenancy Standard Actions



Section 1

Housing KPI Scorecard Section Summary

Repairs Completed in Timeframes – Performance continues to improve and we are now above target for all categories, with urgent repairs for Babergh and Mid Suffolk both increasing above target due to having significantly reduced our works in progress figures and more accurate performance data from our new job management system.

Rent Collected – Our rent collection performance continues to improve, however are just below our target of 100% rent collected as a percentage of our debit by the end of the financial year. There are improvements this quarter for both Babergh and Mid Suffolk, Babergh is now at 99.91%, and Mid Suffolk is at 99.87%.

Complaint Response Timeframes – Stage 1 Responded To performance has increased from Q3 and Babergh and Mid Suffolk are now both above target. Both councils are above the 85% target for Stage 2 Responded To, both at 100%.

Health & Safety Compliance - Compliance remains at 100% except for gas compliance for Babergh which has dropped to 99.91%. We have expected this figure to fluctuate slightly quarter on quarter due to delays caused by access issues, but we have robust non-access processes in place and are working to a 10-month servicing cycle to give us and our tenants as much time as possible to get in before the current certificates expire. Both councils have met the 100% target for Asbestos reinspection.

Smoke Detector Compliance – Performance for both councils has continued to improve from Q3, sitting above target for Properties Smoke Detector Compliant and Properties CO Detector Compliant.

Damp and Mould

There has been a decrease in the number of emergency cases since Q3 and performance remains at 100% for emergency Damp & Mould completed in 24 hours.

The percentage of Category 1 Hazards resolved in 24 hours for Babergh has risen to 100%. Performance for Mid Suffolk remains below target at 75%. This was due to a tenant refusing access as they were unwell. Works have since been completed.

We are currently below our target of 100% for Damp and Mould Investigations - Significant within 10 days for both councils, please see below summary.

Failed Damp and Mould Appointments – Summary of Causes.

A total of 23.3%(B) 13%(M) of appointments fail due to a combination of resident-related factors. The most common reasons include:

Requests for attendance outside the 10-day requirement. Residents sometimes ask for appointments beyond the permitted timeframe, often due to holidays, work commitments, or other personal circumstances.



Resident resolves the issue themselves after a job is raised. They then advise that the visit is no longer required. To manage this, we keep these jobs open until evidence is provided to support the resident's claim, or we speak directly with the resident to confirm the situation.

Refusal of works. Some residents decline the work when operatives attend, resulting in the appointment being recorded as failed.

Section 2

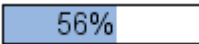
Safety & Quality

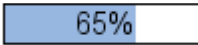
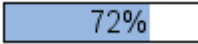

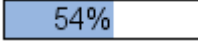

Stock Condition / Decency

Q4 Status	Code	PI Name	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Current Target	Spark Chart / Comments
			Value	Value	Value	Value		
	TSM_RP01_B	% Homes that do not meet decent homes standard	15.96%	14.68%	12.77%	10.2%	1%	Our current Decency forecast if all works highlighted are required is: End of Q1 26/27: Babergh - 10.6% and Mid Suffolk - 10.5%.
	TSM_RP01_MS	% Homes that do not meet decent homes standard	15.35%	14.97%	13.18%	12.65%	1%	By the end of Q4 we anticipate non decency being Babergh 3.6% and Mid Suffolk 4.9%.

Asset Investment Programme Progress –



This report shows our position as of 31/3/2026 there is a new Improvement Programme for 26/27

H_AIP 25/26 Asset Improvement Programme 25/26			
Progress Bar		Status	Overdue

















Sub Actions		
H_AIM 1 Kitchen Improvements		65%
H_AIM 2 Bathroom Improvements		72%
H_AIM 3 Window and Door Improvements		89%
H_AIM 5 Roofing		54%
H_AIM 8 Wall Insultation and Cladding		0%

Number of Live Disrepair Claims

Data only KPIs

Q4 Status	Code	PI Name	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Spark Chart / Comments
			Value	Value	Value	Value	
	Hou_RM_015	Number of Live Disrepair Claims (Not Settled)	46	43	36	35	

TSM Management Information (repairs and asset compliance)

Q4 Status	Code	PI Name	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Current Target	2025/26	Spark Chart / Comments
			Value	Value	Value	Value		Regulatory Submission	
	TSM_BS01_B	% Gas Safety Checks Valid	99.69%	99.78%	100%	99.9%	99%	99.9%	
	TSM_BS01_MS	% Gas Safety Checks Valid	99.61%	99.78%	100%	100%	99%	100%	
	TSM_BS02_B	% Fire Safety Risk Assessments Carried Out	100%	100%	100%	100%	100%	100%	
	TSM_BS02_MS	% Fire Safety Risk Assessments Carried Out	100%	100%	100%	100%	100%	100%	
	TSM_BS03_B	% of Required Asbestos Safety Checks Carried Out	100%	100%	100%	100%	100%	100%	
	TSM_BS03_MS	% of Required Asbestos Safety Checks Carried Out	100%	100%	100%	100%	100%	100%	
	TSM_BS04_B	% of Water Safety Checks Carried Out	100%	100%	100%	100%	100%	100%	
	TSM_BS04_MS	% of Water Safety Checks Carried Out	100%	100%	100%	100%	100%	100%	

Q4 Status	Code	PI Name	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Current Target	2025/26	Spark Chart / Comments
			Value	Value	Value	Value		Regulatory Submission	
✔	TSM_BS05_B	% of Lift Safety Checks Carried Out	100%	100%	100%	100%	100%	100%	
✔	TSM_BS05_MS	% of Lift Safety Checks Carried Out	100%	100%	100%	100%	100%	100%	
✔	TSM_BS06_B	% of Electrical Checks Carried Out	99.76%	99.67%	99.68%	99.8%	99%	99.73%	
✔	TSM_BS06_MS	% of Electrical Checks Carried Out	99.76%	99.76%	99.85%	99.9%	99%	99.82%	
✔	TSM_RP02(2)_B	Proportion of emergency responsive repairs completed within the landlord's target timescale (24hrs)	94.9%	85.09%	93.43%	94.85%	95%	91.87%	Q2 – Q3 figures have been amended to reflect contractor performance
✔	TSM_RP02(2)_MS	Proportion of emergency responsive repairs completed within the landlord's target timescale (24hrs)	96.06%	80.67%	89.31%	98.30%	95%	91.11%	
✔	TSM_RP02_B	Proportion of non-emergency repairs completed within target timescale (20 days)	66.01%	72.32%	81.59%	93.92%	80%	78.67%	
✔	TSM_RP02_MS	Proportion of non-emergency repairs completed within target timescale (20 days)	71.26%	79.89%	84.74%	94.60%	80%	82.50%	

Section 2

Safety & Quality Section Summary

Stock Condition/Decency – Homes that do not meet the Decency Standard have continued to reduce for both councils, Babergh now stands at 10.2% and Mid Suffolk at 12.65%

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

End of Q1 26/27: Babergh - 10.6% and Mid Suffolk - 10.5%.

By the end of Q4 we anticipate non decency being B 3.6% and MS 4.9%.

These figures do not take account of any of the new contractors we are on boarding or any reduction in non-decency from data validation of those currently identified as non-decent.

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

Disrepair – The number of disrepair claims continues to reduce each quarter for both councils.

Asset Improvement Plan

We completed 168 of 259 available properties within the kitchen programme and 209 completed of 290 available properties within the kitchen programme.

Our kitchen and bathroom contract is currently complex, with three separate contractors working on the same jobs. This has caused some delays, particularly before changing the asbestos contractor at the start of Q4, following which there was a marked increase in delivery. We also brought in a second alternative contractor, Fellbridge, in Q4 to boost programme performance, which is also reflected in the numbers. We are in the process of going out to tender for a new K&B contract, which will be supply and fit, and therefore reduce the reliance to two contractors, which we anticipate will improve the smooth running of the programme.

With regards the level of tenant refusals (181 kitchens, 98 bathrooms), a large majority of these are from elderly residents who do not want the upheaval of the proposed updates. In 25/26 we had limited team capacity to follow up with these residents to encourage them to take up the offer, with our second Programme Delivery Surveyor joining the Councils in August and long-term sickness from one of our RLOs. The remaining RLO was concentrating on clearing the backlog of tenant alteration requests. All omissions are included in the programme for the following year to reattempt. Now with increased capacity in the team we anticipate being able to improve communication with our residents and encourage a greater take up of component renewal. We also have much improved data on our residents thanks to the GTKY project, which will also improve our ability to communicate with them.

Windows & Doors – Q4 Update - Total 312 completed out of 350 across both districts

Roofing – Total 112 completed of 208 in programme. Withdrew from tender process early fy25/26 and proceeded with two existing smaller contractors. We are in the process of a renewed tender notice, with aim of Q3 mobilisation.

Wall Insulation and Cladding - We have now appointed two insulation contractors, PURDY and Synergize. Mobilisation almost complete with aim to commence works from 4th May 2026.

Workshops with Councillors and Heads of Service for the new Asset Management Strategy are planned for 18th May 2026 and will be in Cabinet, along with action plans, on 31st May 2026.

Aids and Adaptations

We have finalised our aids & adaptations dashboard and now have access to the data needed to set KPIs around this service. This will be included in the next Q1 Council Housing Assurance Report.

Section 3

The Tenant Voice – Transparency, Influence and Accountability



TSM Perception Scores

Q4 Status	Code	PI Name	Q1 2025	Q2 2025	Q3 2025	Q4 2025	Current Target	2025/26	Spark Chart
			Value	Value	Value	Value		Regulatory Submission	
✔	TSM_TP01_B	Overall satisfaction with the service provided by landlord (Babergh)	70%	68%	70%	72%	70.7%	69.9%	
✔	TSM_TP01_MS	Overall satisfaction with the service provided by landlord (Mid Suffolk)	68%	66%	74%	74%	70.7%	70.8%	
✔	TSM_TP02_B	Repair completed in last 12 months - satisfaction with overall repairs service from landlord over last 12 months	65%	71%	75%	73%	72.7%	70.8%	

Q4 Status	Code	PI Name	Q1 2025	Q2 2025	Q3 2025	Q4 2025	Current Target	2025/26	Spark Chart
			Value	Value	Value	Value		Regulatory Submission	
✔	TSM_TP02_MS	Repair completed in last 12 months - satisfaction with overall repairs service from landlord over last 12 months	70%	70%	78%	73%	72.7%	72.5%	
✔	TSM_TP03_B	Repair completed in last 12 months - satisfied with time taken to complete most recent repair after reported	67%	60%	72%	68%	68%	66.9%	
⚠	TSM_TP03_MS	Repair completed in last 12 months - satisfied with time taken to complete most recent repair after reported	64%	61%	70%	67%	68%	65.7%	
✔	TSM_TP04_B	Satisfaction that landlord provide a home that is well-maintained	67%	70%	71%	69%	69.6%	69.1%	
✔	TSM_TP04_MS	Satisfaction that landlord provides a home that is well-maintained	70%	73%	71%	76%	69.6%	72.5%	
✔	TSM_TP05_B	Satisfaction that landlords provide a home that is safe	79%	70%	73%	76%	75.1%	74.4%	
✔	TSM_TP05_MS	Satisfaction that landlords provide a home that is safe	76%	77%	82%	83%	75.1%	79.3%	
✔	TSM_TP06_B	Satisfaction that landlord listens to views and acts upon them (Babergh)	51%	45%	60%	57%	57.7%	53.4%	
✔	TSM_TP06_MS	Satisfaction that landlord listens to views and acts upon them (Mid Suffolk)	56%	56%	59%	61%	57.7%	57.9%	
✔	TSM_TP07_B	Satisfaction that the landlord keeps tenant informed about things that matter to them (Babergh)	72%	66%	71%	75%	68.5%	71.2%	

Q4 Status	Code	PI Name	Q1 2025	Q2 2025	Q3 2025	Q4 2025	Current Target	2025/26	Spark Chart
			Value	Value	Value	Value		Regulatory Submission	
✔	TSM_TP07_MS	Satisfaction that the landlord keeps tenant informed about things that matter to them (Mid Suffolk)	70%	72%	73%	79%	68.5%	73.5%	
✔	TSM_TP08_B	Landlord treats me fairly and with respect (Babergh)	77%	68%	75%	76%	73%	74.3%	
✔	TSM_TP08_MS	Landlord treats me fairly and with respect (Mid Suffolk)	74%	73%	80%	79%	73%	76.6%	
✔	TSM_TP09_B	Complaint in last 12 months - satisfaction with landlord's approach to complaints handling (Babergh)	40%	22%	35%	41%	33.6%	34.2%	
✔	TSM_TP09_MS	Complaint in last 12 months - satisfaction with landlord's approach to complaints handling (Mid Suffolk)	28%	23%	34%	48%	33.6%	31.9%	
✔	TSM_TP10_B	Satisfaction that landlord keeps communal areas clean and well-maintained (Babergh)	69%	49%	72%	65%	63.8%	64.0%	
✔	TSM_TP10_MS	Satisfaction that landlord keeps communal areas clean and well-maintained (Mid Suffolk)	77%	81%	73%	90%	63.8%	80.4%	
✔	TSM_TP11_B	Satisfaction that landlords make a positive contribution to neighbourhoods (Babergh)	61%	56%	68%	65%	58.8%	62.9%	
✔	TSM_TP11_MS	Satisfaction that landlords make a positive contribution to neighbourhoods (Mid Suffolk)	62%	59%	60%	63%	58.8%	61.0%	
✔	TSM_TP12_B	Satisfaction with the landlord's approach to handling ASB	55%	50%	70%	58%	58.5%	58.3%	

Q4 Status	Code	PI Name	Q1 2025	Q2 2025	Q3 2025	Q4 2025	Current Target	2025/26	Spark Chart
			Value	Value	Value	Value		Regulatory Submission	
		(Babergh)							
✓	TSM_TP12_MS	Council as landlord: Satisfaction with the landlord's approach to handling ASB (Mid Suffolk)	59%	63%	60%	61%	58.5%	60.8%	

Levels of Engagement











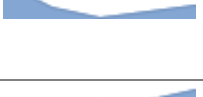






Data Only KPIs

Q4 Status	Code	PI Name	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Spark Chart
			Value	Value	Value	Value	
	Hou_engage_001b	Number of Community Action Days Held (Babergh)	2	0	0	0	
	Hou_engage_001m	Number of Community Action Days Held (Mid Suffolk)	1	2	0	0	
	Hou_engage_002	Number of Tenants Engaged With	175	769	2,107	515	
	Hou_engage_003	Number of Tenant Approved Markers issued	2	1	4	2	
	Hou_engage_004	Number of Interactions with Neighbourhood Experts	10	16	5	10	
	Hou_engage_005	Number of formally involved tenants	576	576	557	593	
	Hou_engage_006	Number of tenants who interacted with tenant newsletter	11,901	14,002	8,725	6,577	
	Hou_engage_007	Number of Resident Readers engaged with	5	19	70	22	



Overall Complaints Performance

Q4 Status	Code	PI Name	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Current Target	2025/26	Spark Chart / Comments
			Value	Value	Value	Value		Regulatory Submission	
	Hou_Com_003TB	Number of Stage 1 Complaints (Total for Council Housing) Babergh	73	58	74	77	Data Only	N/A	
	Hou_Com_003TM	Number of Stage 1 Complaints (Total for Council Housing) Mid Suffolk	49	57	65	73	Data Only	N/A	
	Hou_Com_004ATB	% of Stage 1 Complaints acknowledged within 5 working days (Council Housing Total) Babergh	81.94%	66.67%	77.78%	87.01%	90%	N/A	Data for Q1 – Q3 refreshed following resolution of a technical issue.
	Hou_Com_004ATM	% of Stage 1 Complaints acknowledged within 5 working days (Council Housing Total) Mid Suffolk	82.22%	61.54%	76.92%	90.41%	90%	N/A	
	Hou_Com_006TB	Number of Stage 2 Complaints (Total for Council Housing) Babergh	13	6	9	10	Data Only	N/A	Data for Q1 – Q3 refreshed following resolution of a

Q4 Status	Code	PI Name	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Current Target	2025/26	Spark Chart / Comments
			Value	Value	Value	Value		Regulatory Submission	
	Hou_Com_006TM	Number of Stage 2 Complaints (Total for Council Housing) Mid Suffolk	2	3	12	18	Data Only	N/A	technical issue.
	Hou_Comp_001B	Number of Compliments Received for Housing - Babergh	11	17	9	17	Data Only	N/A	
	Hou_Comp_001M	Number of Compliments Received for Housing - Mid Suffolk	10	20	20	17	Data Only	N/A	
	TSM_CH01(2)_B	Number of stage two complaints received per 1,000 homes	3.41	2.28	2.57	2.88	Data Only	10.95	
	TSM_CH01(2)_MS	Number of stage two complaints received per 1,000 homes	0.58	1.46	2.34	5.29	Data Only	10.28	
	TSM_CH01_B	Number of stage 1 complaints per 1000 homes owned (Babergh)	21.99	20.27	21.13	22.2	Data Only	81.31	
	TSM_CH01_MS	Number of Stage 1 Complaints per 1000 homes owned (Mid Suffolk)	15.56	19.08	19.08	21.45	Data Only	71.72	
	TSM_CH02(2)_B	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	100%	87.5%	100%	100%	85%	96.29%	
	TSM_CH02(2)_MS	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	100%	80%	100%	92.3%	85%	96.15%	



Q4 Status	Code	PI Name	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Current Target	2025/26	Spark Chart / Comments
			Value	Value	Value	Value		Regulatory Submission	
✔	TSM_CH02_B	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	86.30%	86.20%	90.54%	97.75%	85%	90.42%	
✔	TSM_CH02_MS	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	95.91%	71.92%	87.69%	97.26%	85%	88.52%	

Transactional Satisfaction Scores - Move In









Q4 Status	Code	PI Name	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Current Target	Spark Chart / Comments
			Value	Value	Value	Value		
✔	Hou_LetSat_001B	Overall Satisfaction with Letting (Transactional Survey) Babergh	72.33%	91.67%	72.67%	83%	80%	
✔	Hou_LetSat_001M	Overall Satisfaction with Letting (Transactional Survey) Mid Suffolk	100%	77.67%	89.33%	88%	80%	
⚠	Hou_LetSat_002B	Satisfaction with condition of property on move in (Transactional Survey) Babergh	58.33%	78%	69%	57%	80%	Less than 10 Babergh tenants surveyed effecting the overall percentage
⛔	Hou_LetSat_002M	Satisfaction with condition of property on move in	52.33%	40%	57.33%	73%	80%	Improvement work continues and the

Q4 Status	Code	PI Name	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Current Target	Spark Chart / Comments
			Value	Value	Value	Value		
		(Transactional Survey) Mid Suffolk						result is trending up



Transactional Satisfaction Scores - ASB

Q4 Status	Code	PI Name	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Current Target	Spark Chart / Comments
			Value	Value	Value	Value		
	Hou_Tenancy_010	Tenant satisfaction with the ASB Service Overall	42.33%	44.33%	6.67%	61.33%	70%	



Transactional Repairs Data

Q4 Status	Code	PI Name	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Current Target	Spark Chart / Comments
			Value	Value	Value	Value		
	HRM_COMM_SAT	Resident Satisfaction - Communication around repairs		89.93%	92.3%	90.87%	90%	
	HRM_EASE_OF_DEAL	Satisfaction – Ease of Dealing with Us	87.33%	88.57%	92.47%	91.47%	90%	
	HRM_OVERALL_SAT	Resident Satisfaction – Overall Repairs	89.33%	89.4%	93.93%	92.53%	90%	
	HRM_QUALITY_SAT	Satisfaction – Quality of Repair	94.67%	90.13%	94.37%	93.1%	90%	

Scrutiny Action Plan(s) Progress

	H_ASB ASB Scrutiny Recommendations		
Progress Bar	 92%	Status	In Progress

Complaints Scrutiny Action Plan

	Scrutiny_Complaints H_Complaints_Scrutiny_ Action Plan		
Progress Bar	 88%	Status	In Progress

Section 3

The Tenant Voice Section Summary

Transaction Satisfaction Scores: ASB – Performance remains below the target of 70% at 61.3% and so this service continues to be an area of concern for us. Most of the feedback we receive is in relation to expectations not being managed and communications being poor throughout the case. There is a new Head of Housing Management and a new Housing and Neighbourhood Lead now in place with a focus on improving the Anti-social behaviour service our tenants receive. This will be achieved in part by concluding the tenant scrutiny recommendations which currently sit at 91% complete. See Section 4 commentary for further information.

Tenant Scrutiny – The Board reviewed the communication scrutiny results and recommended 17 actions to improve the service, 16 were approved by the Customer Experience Team. Overview and Scrutiny Committee have reviewed this, and the Committee endorses the activities and hard work carried out by the Tenant Board, as well as the recommendations and actions taken as a result. Our Tenant Board were also involved in our recent mock regulatory inspection with HQN, where they met HQN consultants to give feedback and insight. HQN also observed a Tenant Board meeting. Following this we have now put in place monthly board pre meets which was a recommendation to ensure the board ran smoothly. The Tenant Board are currently scoping a new scrutiny project on our voids service. It is hoped that the work of the Board will help us to increase satisfaction on our move in satisfaction scores.

Tenant Engagement:

Incentives Project - Further surveys were completed by our typically unheard groups (Under 45, non-White British, English as a Foreign Language) to understand how to better incentivise Tenant Engagement.

First Avenue Walk About - Representative from Tenant Engagement joined colleagues from the Communities Team, residents, tenants, a councillor and the police for a walk about at Springlands Estate, Sudbury. The area had experienced higher levels of anti-social behaviour, so all met to create an action plan on how to resolve this using a holistic approach.

Mutual exchange survey -Head of Tenancy Services asked the Tenant Engagement team to conduct a survey to understand how we can improve the experience of tenants. 29 tenants responded to a survey all of which had moved via mutual exchange in the previous year, asking questions about every aspect of their experience. This will now be used to influence the service including providing tenants with a handout offering advice for best practice.

Getting to Know You Project - Housing staff continue the Getting to Know You project to improve the amount of data we hold on our tenants as well as the quality. This project will be reviewed at the start of May to understand percentage of data gathered and the success of the project.

TSM Perception Scores – Overall satisfaction has risen for Babergh and remained static at 74% for Mid Suffolk. We have seen a drop this quarter in Babergh's score for Satisfaction that Landlord Listens to Tenant Views & Acts Upon Them, falling from 60% to 57%, while Mid Suffolk's performance rose for 59% to 61%.

Satisfaction that Landlord Keeps Tenants Informed continues to rise each quarter for both Babergh and Mid Suffolk, and both remain above target. Both Councils remain above target for measures on Fairness and Respect and Complaint Satisfaction. However, Babergh has seen a significant drop in performance for Satisfaction with Landlords approach to Handling ASB, which fell from 70% in Q3 to 58% in Q4. The Tenant Board and Portfolio Holders will be reviewing our scores and targets in Quarter 1 to ensure progress is made in these areas.





Overall Complaints Performance –number of Stage 1 complaints fell for both councils compared with Q3. Performance for percentage of Stage 1 complaints responded to within the Housing Ombudsmen's timescales also rose for both councils and remains above target. Work continues to look at lessons learnt and implementing changes on tenant complaints and feedback.

Section 4

Neighbourhood & Tenancy



Number of ASB Cases reported per 1000 homes (Tenants)

Data only KPIs







Q4 Status	Code	PI Name	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	2025/26	Spark Chart / Comments
			Value	Value	Value	Value	Regulatory Submission	
	TSM_NM01_B	ASB cases relative to size of landlord (Babergh)	5.69	8.28	5.71	9.8	28.54	
	TSM_NM01_MS	ASB cases relative to size of landlord (Mid Suffolk)	10.27	7.04	8.51	8.81	31.45	

Number of Hate Incidents reported (Tenants)



Data only KPIs

Q4 Status	Code	PI Name	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	2025/26	Spark Chart / Comments
			Value	Value	Value	Value	Regulatory Submission	
	TSM_NM02_B	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	0	0	0	0.28	0.28	Q1,2 & 3 have been amended to remove non tenant reports
	TSM_NM02_M	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.	0	0	0	0.29	0.29	

Number of Lettings

Q4 Status	Code	PI Name	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Current Target	Spark Chart / Comments
			Value	Value	Value	Value		
	Hou_Sol_023	Number of lettings	84	84	138	66	70	
	Hou_Tenmex_001	Number of Mutual Exchanges Completed	28	28	17	23	Data Only	
	Hou_Tenmex_002	Percentage of mutual exchanges completed in target timeframe	100%	100%	100%	100%	90%	

Communal Areas

Q4 Status	Code	PI Name	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Current Target	Spark Chart / Comments
			Value	Value	Value	Value		
	Hou_Tenblin_001	Percentage of Blocks Inspections Completed	100%	100%	96.34%	99%	100%	

Section 4

Neighbourhood & Tenancy Section Summary

One block inspection was missed in March for Chapel Close Flats 8, 9, 10 and 11. This was due to a team member experiencing a period of sickness, followed by a phased return to work, which meant they were working reduced hours and catching up on workload. In addition to this, they also had annual leave booked within the same period. These combined factors resulted in reduced capacity and contributed to the inspection being unintentionally missed. The inspection was completed at the beginning of April.

We are currently looking at our tenant and property data to look to offer support and advise to those who could be affected by the increase in oil prices due to the war in Iran.

Scrutiny looked at ASB as part of their plan, and there is a list of recommendations that we are progressing through. This sits at 85% complete, and we have updated the ASB policy, created a procedure, drafted a hate and good neighbourhood policy to be approved and are currently amending the system to provide us with better oversight and reporting.

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.