

Quarter:

Objective 1: The repairs and maintenance service is effective, efficient and timely



% of 'Right to Repair' repairs completed in timescale	% of standard repairs completed in timescale	Number of live disrepair claims	Tenant satisfaction with quality of repair work	Tenant satisfaction with updates / communications during repair
---	--	---------------------------------	---	---

TSM Measure (2024/25): Satisfaction with the overall repairs service over the past 12 months

TSM Measure (2024/25): Satisfaction with the time taken to complete your most recent repair after you reported it

Highlights:

Risks:

Overall RAG rating:

Objective 2: The level of void properties continues to reduce, with a target of 325 by the end of 2025/26



Overall number of void properties	Voids as a % of stock	No. of tenancy commencements	No. of tenancy terminations
-----------------------------------	-----------------------	------------------------------	-----------------------------

Highlights:

Risks:

Overall RAG rating:

### Objective 3: Homes meet the decent homes standard and have a good energy efficiency rating



% of homes with an up-to-date stock condition survey



% of homes that do not meet the current decent homes standard (2024/25)



% of homes with a valid energy performance certificate (EPC)



Average SAP rating

TSM Measure (2024/25): Satisfaction that their landlord provides a home that is well-maintained

#### Highlights:

#### Risks:

Overall RAG rating:

### Objective 4: Council homes meet the highest levels of safety and compliance



% of homes with a gas safety certificate less than 12 months old



% of homes with a satisfactory EICR certificate completed within the past 5 years



% required fire risk assessments completed



% required asbestos surveys completed / reinspected



% required water safety tests completed



% passenger lift inspections completed



No. of overdue level 1 fire safety actions



% of solid fuel appliances tested

#### Highlights:

#### Risks:

Overall RAG rating:

Objective 5: Cases of damp, mould and condensation (DMC) are dealt with promptly and effectively



No. of DMC cases that are serious/urgent

Total number of reported cases of DMC on the tracker (% of stock in brackets)

Of which, number where a fan installation is planned

Of which, further action is required



Highlights:



Risks:

Overall RAG rating:

Objective 6: Neighbourhoods are tidy, communal areas are clean and well-maintained and antisocial behaviour is dealt with promptly and effectively



Number of live ASB cases

TSM Measure (2024/25): Satisfaction that communal areas are clean and well-maintained

TSM Measure (2024/25): Satisfaction with the landlord's approach to antisocial behaviour

TSM Measure (2024/25): Satisfaction that the landlord provides a home that is safe



Highlights:



Risks:

Overall RAG rating:

**Objective 7: The services we provide recognise our tenants' protected characteristics, and tenants can access housing support when they need it**



No. of personal housing plans completed

No. of live tenancy support cases

% of tenancies failing within the first 12 months

**Highlights:**

**Risks:**

Overall RAG rating:

**Objective 8: Tenants can access information that matters to them, in a way that works for them, including information about the changes made as a result of their involvement**



Number of hits on our housing webpages

**TSM Measure (2024/25):**  
Satisfaction that the landlord keeps tenants informed about things that matter to them

**TSM Measure (2024/25):** Proportion of respondents who report that they are satisfied that their landlord listens to their views and acts upon them

**Highlights:**

**Risks:**

Overall RAG rating:

Objective 9: The services we provide are fair and transparent, and complaints about housing services are addressed fairly, effectively and promptly



**TSM Measure (2024/25):**  
Satisfaction that the landlord treats tenants fairly and with respect

**TSM Measure (2024/25):**  
Satisfaction with the landlord's approach to complaint handling

Percentage of Stage 1 complaints responded to within timescales

Percentage of Stage 2 complaints responded to within timescales

 **Highlights:**

[Empty green box for highlights]

 **Risks:**

[Empty orange box for risks]

Overall RAG rating: