

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
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**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 of homes with an in-date EPC

**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



Highlights:

No. of overdue level 1 fire safety actions

% of solid fuel appliances tested

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 here a fan installation is planned	Of which, further action is required
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 **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 (2025/26)

Percentage of Stage 2 complaints responded to within timescales (2025/26)



### Highlights:



### Risks:

Overall RAG rating: