

Report to: Housing Review Board



Date of Meeting 13th November 2025

Document classification: Part A Public Document

Exemption applied: None

Review date for release NA

Housing Performance Report – Tenancy Services – Q2 2025/26

Report summary:

The following report outlines the Tenancy Services element of the Housing Service's performance through Quarter 2 of FY 2025/26. The report covers the Rentals, Estate Management and Sheltered Housing functions within Tenancy Services.

Is the proposed decision in accordance with:

Budget Yes ☒ No ☐

Policy Framework Yes ☒ No ☐

Recommendation:

The Housing Review Board receives the report and our performance at end of quarter 2, 2025/26

Reason for recommendation:

To ensure the Housing Review Board have assurance around service delivery and performance. To enable the Board to scrutinise and challenge the performance of Tenancy Services.

Officer: Darren Hicks, Tenancy Services Manager

Portfolio(s) (check which apply):

- ☐ Assets and Economy
- ☐ Communications and Democracy
- ☐ Council, Corporate and External Engagement
- ☐ Culture, Leisure, Sport and Tourism
- ☐ Environment - Nature and Climate
- ☐ Environment - Operational
- ☐ Finance
- ☐ Place, Infrastructure and Strategic Planning
- ☒ Sustainable Homes and Communities

Equalities impact Low Impact The report is for noting and is not recommending any significant policy changes.

Climate change Low Impact The report is for noting and is not recommending any significant policy changes.

Risk: Low Risk; The report is for noting and is not recommending any significant policy changes.

Links to background information NA

Link to [Council Plan](#)

Priorities (check which apply)

- ☒ A supported and engaged community
- ☐ Carbon neutrality and ecological recovery
- ☐ Resilient economy that supports local business
- ☒ Financially secure and improving quality of services

Housing Performance Report – Tenancy Services – Q2 2025/26

1. Understanding This Report

- 1.1. The data presented in this report is colour coded in a traffic light system. Green means we are meeting or exceeding our targets, amber that we are close to target, and red means we are outside of target.
- 1.2. Targets are set annually and are our benchmark for where we would like our performance to be.
- 1.3. Top Quartiles are the benchmark figures from Housemark, which tells us whether or not we
- 1.4. are in the top 25% of best performing landlords.
- 1.5. The 'Final 24/25' data shows us where our performance was at the end of the last financial year, which gives us an indication of how we are doing compared to last year's performance.

2. Rentals:

2.1. Infographic: Income Management:

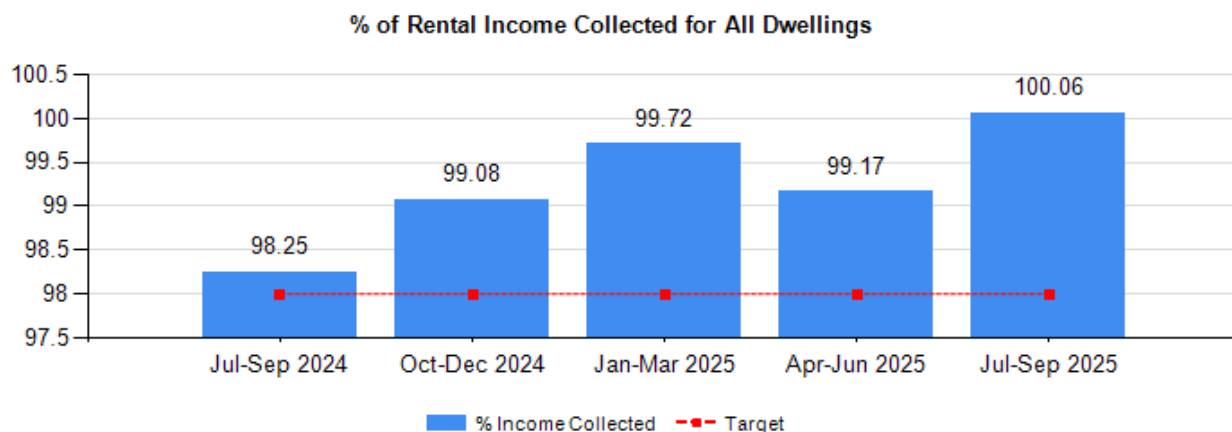
Housing Service Performance

(as at 1-Oct-2025)

● Within Target, ● Close to Target, ● Outside Target, 📊 Cumulative Measure, ⬇ Minimum Target, ⬆ Maximum Target, GF General Fund

TABULAR SUMMARY 2025/26										
PI Code	Performance Indicator	Final 2024/25	Q1 (Apr-Jun)	Q2 (Jul-Sep)	Q3 (Oct-Dec)	Q4 (Jan-Mar)	October 2025	Year To Date	2025/26 Target	Top Quartile
INCOME MANAGEMENT										
IM01	% of rental income for all dwellings that was collected	99.72	99.17	100.07	104.22	N/A	104.22	104.22	98	100.2
IM01(a)	% of rental income for general needs housing that was collected	99.82	99.19	100.06	104.57	N/A	104.57	104.57	98	100.2
IM01(b)	% of rental income for sheltered housing that was collected	99.51	99.12	100.09	103.53	N/A	103.53	103.53	98	100.2
IM02	Rent arrears of current and former tenants as a % of annual rent debit	1.84	1.82	1.65	1.65	N/A	1.65	1.65	2.53	3.45
IM03	Rent arrears of current tenants as a % of annual rent debit	1.52	1.47	1.26	1.26	N/A	1.26	1.26	1.82	2.38

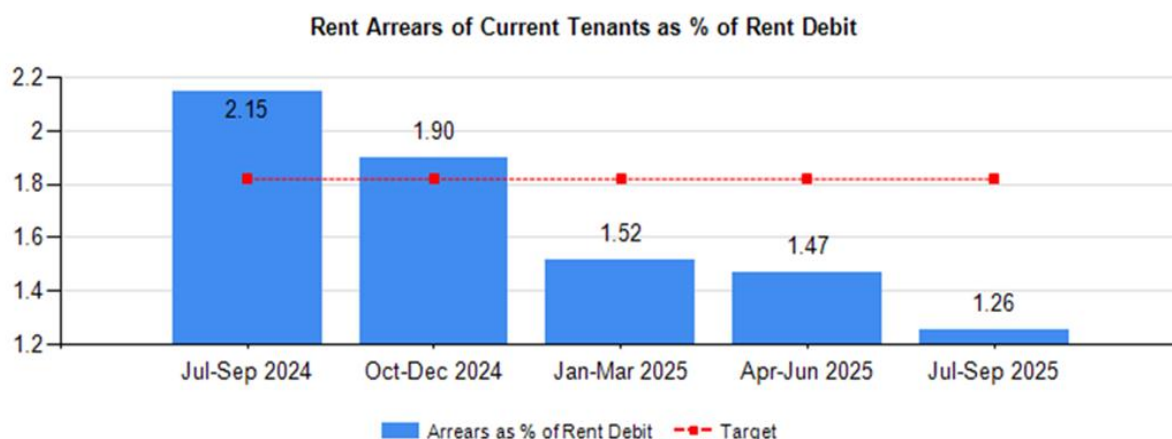
2.2. Infographic; % of income for all dwellings that was collected:



2.3. As can be seen 100.06% of rent was collected in Q2 of 2025.26, which is above target (98%)

Narrative from our Housing Rentals Manager: *"Rent collection rates fluctuate constantly and will be highest when we have our biggest input of Direct Debits on the first of the month. Debits are only charged weekly whereas the DDs are monthly, so a larger percentage of income will show at the start of each month than at the end of the month in general. It is over 100% as we also collect for former tenancies, which although have no ongoing debit to record against will still count towards any income for whatever period the money comes in"*

2.4. Infographic; Rent arrears of current tenants as a % of annual rent debit:



2.5. The key indicator for our performance in relation to Income is the Council's rent arrears for current tenants as percentage of the annual rent we should be receiving.

2.6. If all our current tenants paid 100% of their rent and service charges for the quarter, we would receive a total income of £5,695,748.75. Whilst of course we would like all our tenants to be paying all of their rent and charges, it is expected by all landlords that for various reasons there will be those tenants who cannot or do not meet with their obligations to pay.

2.7. At the end of Q2, we have a current tenant rent % arrear figure of 1.26% which equates to £71,766.43.

2.8. Our target for current tenant rent arrears is to be at, or below, 1.82%. Therefore, the figure of 1.26 % is extremely positive and demonstrates high performance from our Rentals team.

2.9. The top quartile for this area is 2.38%, therefore you can see that we are firmly seated as performing in the top 25% of landlords nationally and are beating this industry benchmark by over 1%.

3. Estate Management; General Overview:

3.1. Infographic; Tenancy Management Performance Overview:

Housing Service Performance

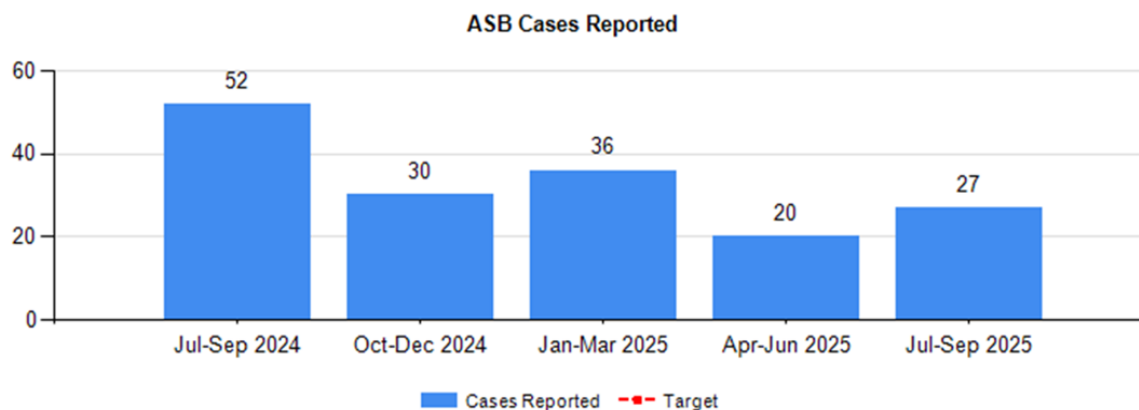
(as at 1-Oct-2025)

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TABULAR SUMMARY 2025/26										
PI Code	Performance Indicator	Final 2024/25	Q1 (Apr-Jun)	Q2 (Jul-Sep)	Q3 (Oct-Dec) Partial	Q4 (Jan-Mar)	October 2025 Partial	Year To Date	2025/26 Target	Top Quartile
TENANCY MANAGEMENT										
TM04	Number of ASB cases reported	152	20	27	0	N/A	0	47	N/A	-
TM05	Number of evictions	10	3	1	0	N/A	0	4	0	0
TM07	Number of current Decants	8	9	13	No Data	N/A	No Data	13	N/A	-
TM08	% of 6 monthly Estate Inspections completed	14.46	32.18	74.54	0.81	N/A	0.81	0.81	100	-

4. Estate Management; ASB:

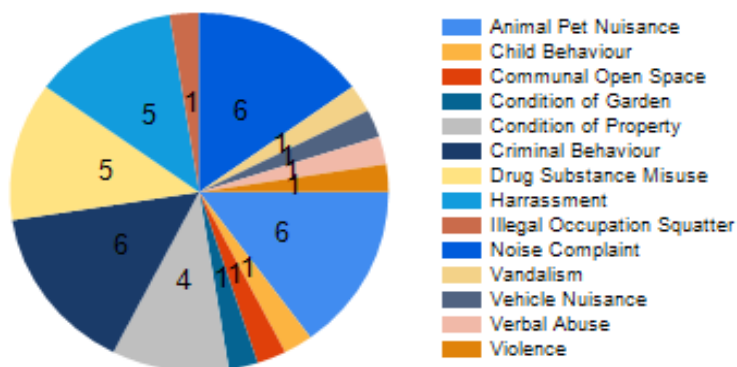
4.1. Infographic; The number of ASB Cases Reported:



4.2. There has been an increase in the number of ASB cases reported in Q2, however the trend is still lower than the final three quarters of FY 24/25. The reported cases range from noise nuisance through to criminal behaviour (see 3.4 below).

4.3. Infographic; Open ASB Cases:

Open ASB Cases by Category



4.4. There are 40 Open ASB Cases that the Estates team are currently dealing with. This involvement can range from monitoring of cases through to preparing court paperwork for Legal Services to commence legal proceedings.

5. Estate Management; Decants:

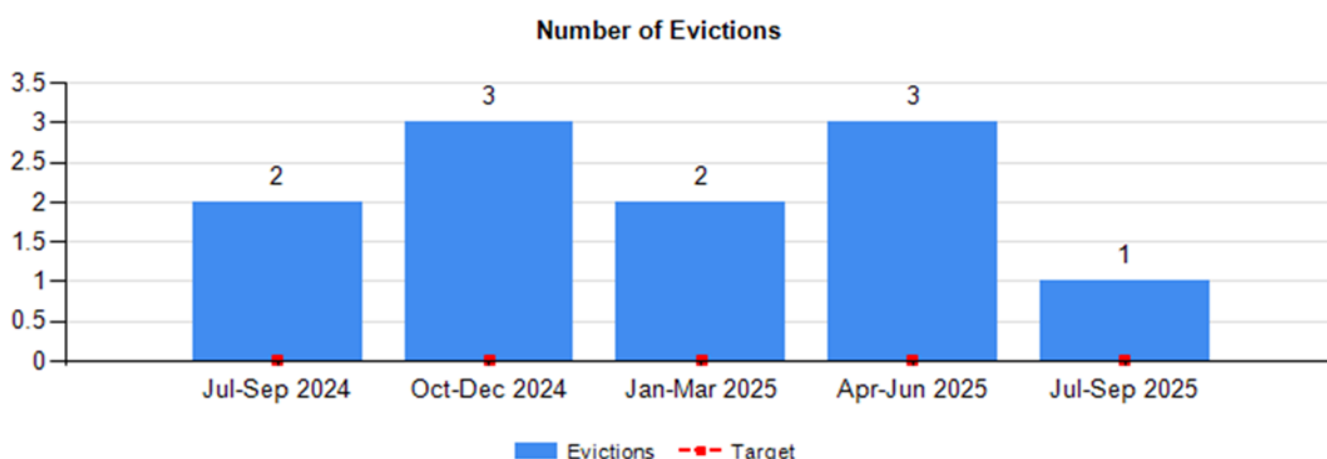
5.1. EDDC Tenants decanted to temporary accommodation is 13 Households.

5.2. The tenants decanted are a mixture of general needs and sheltered tenure, and the primary reason for the decanted tenants is due to the condition of property.

5.3. Work is currently underway to furnish EDDC properties that can be used as decant accommodation thereby reducing the need to use costly temporary accommodation. It is anticipated that whilst initial spend will be required to carpet and furnish these properties, the expenditure on temporary accommodation will be reduced over the financial year.

6. Estate Management and Rentals; Evictions:

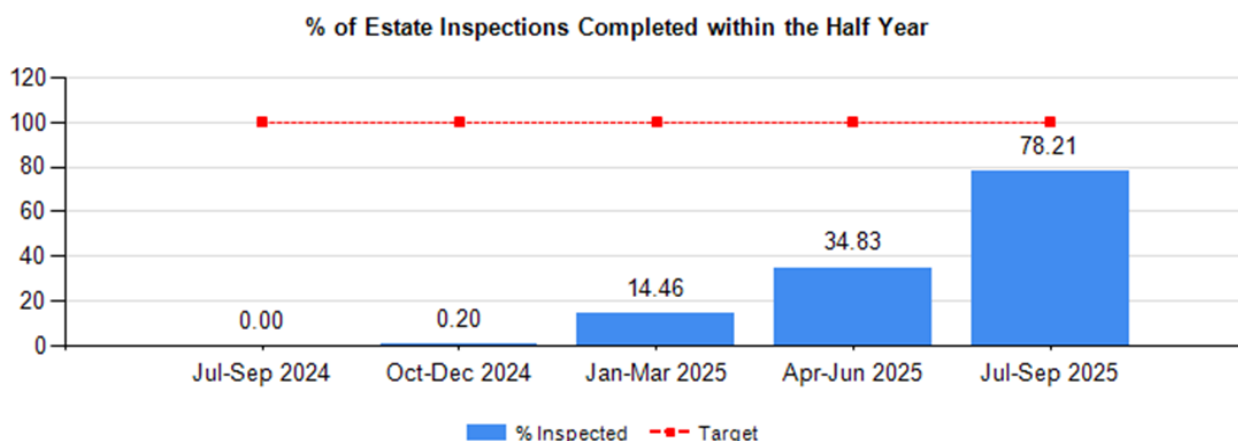
6.1. Infographic; The number of Evictions:



6.2. The 1 eviction in Q2, was from EDDC permanent accommodation. Comments from the Rental Manager *"The tenant moved out of the property and did not terminate her tenancy thereby accruing rent arrears. We were awarded possession as there was no intention on the part of the tenant to return to the property"*.

7. Estate Management; Estate Inspections:

7.1. Infographic; % of 6 monthly estate inspections completed:



7.2. The Estate Management team have a target of 100% estate inspections to be completed within the 6-month period. Estate inspections involve the Officers visiting every street in their geographical patch once every 6 months. This is to ensure that environmental concerns, that impact upon the quality of life for our tenants, are identified and resolved. It also enables to have a visible presence on our estates, fostering and nurturing further relationships with the community.

8. Sheltered Housing and Estate Management; Tenancy Visits:

8.1. Infographic; Tenancy Management (Sheltered and General Purpose Tenancies):

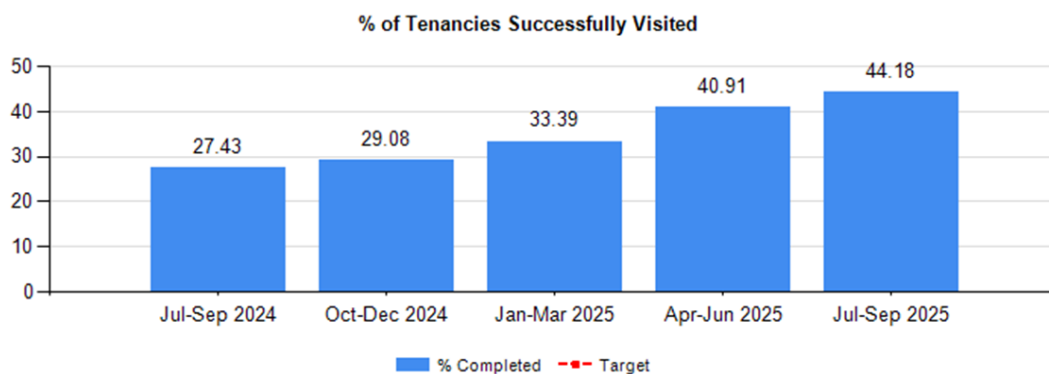
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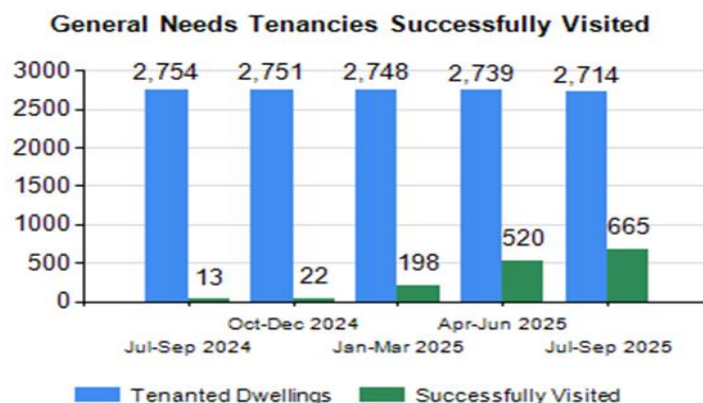
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TENANCY MANAGEMENT											
TM06	% of tenancy visits completed	33.39	40.9	44.16	44.18	N/A	44.18	44.18	-	⬇️	-
TM11	% of new tenancy visits completed in target	8.33	59.81	42.71	0	N/A	0	51.72	-	⬇️	-

8.2. Infographic; % of tenancy visits completed:



8.3. This is a joint objective for the Estate Management and Sheltered Housing teams. The purpose of the visits is to not only offer support to the tenant but to also identify any tenancy management issues, wellbeing/safeguarding concerns and issues of disrepair. Any changes to the tenant's situation are recorded on our systems.

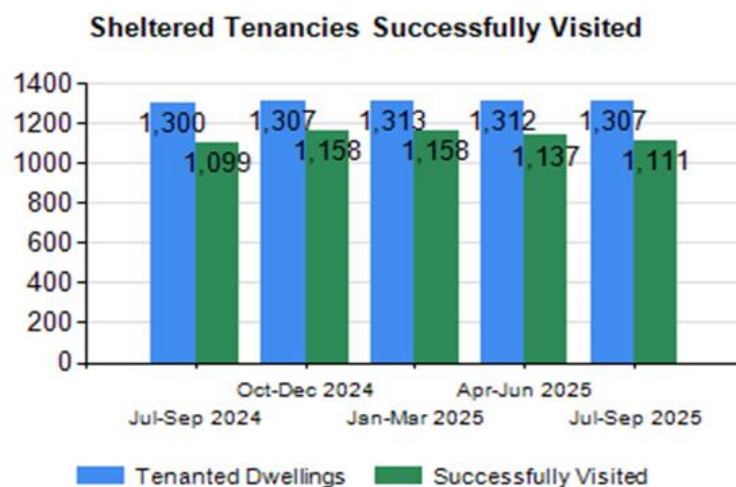
8.4. Infographic; Number of general needs tenancies visited:



8.5. Estate Management-The target is for 33%(910) of general-purpose tenants to be visited every year, with the objective that each tenant will be visited every 3 years, where a tenancy audit will be completed. Of course, we would like to undertake a tenancy audit with each tenant once a year, but we do not have the resources within the Estates Team to achieve this.

8.6. In the first 2 quarters of 2025/26, 665 general needs tenants have been visited, and the Estates Team are on target, with 73.08% of the 910 tenancy audits completed to date.

8.7. Infographic; Number of sheltered housing tenancies visited:

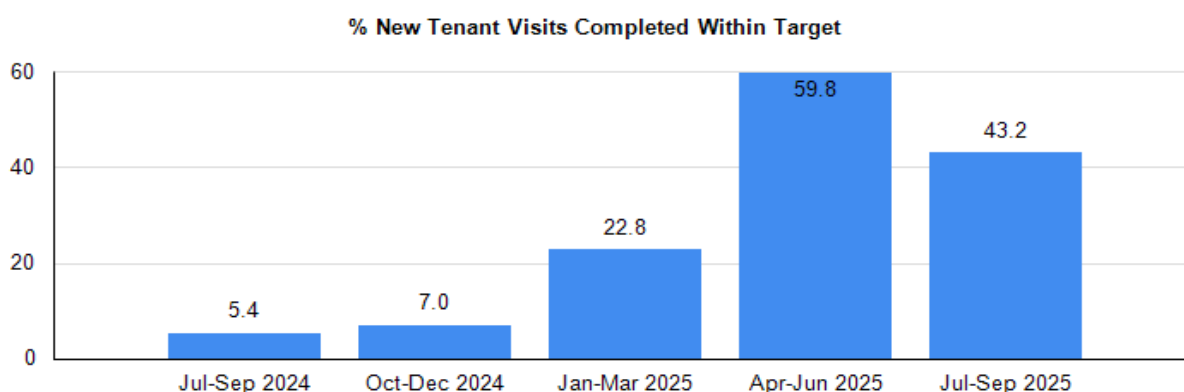


8.8. Sheltered Housing- The target is for 100% of sheltered tenants to be visited every year.

8.9. 515 (39.04%) Sheltered tenant audits have been undertaken in Q1 and Q2 of 2025/26 ***NB this excludes routine scheduled visits to sheltered tenants.**

9. Sheltered Housing and Estate Management: New Tenant Visits

9.1. Infographic; % of new tenant visits completed in target:



9.2. The target for new tenant visits is for each new tenant to be visited within 10 weeks of tenancy start date.

9.3. This target is set so that any issues the tenant may have can be addressed at an early stage and will enable tenancy sustainment and identify social housing fraud.

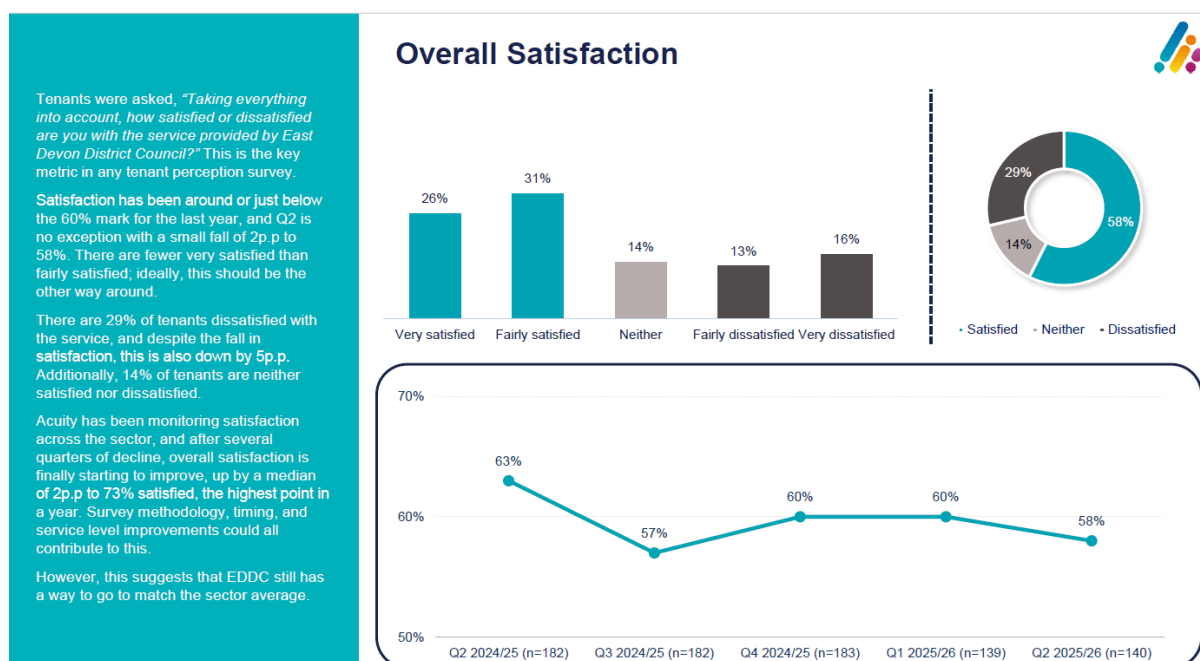
9.4. Of the 56.8% new tenant visits not completed within the 10 weeks of tenancy starting, this equates to 21 tenants not visited within target. Of the 21, 14 are in general purpose properties and 7 in sheltered accommodation.

9.5. Whilst 21 new tenants were not visited with the 10 weeks of their tenancy starting, 13 have been visited, leaving 8 tenants requiring a new tenant visit. Of the 8 outstanding new tenant visits, 6 live in sheltered properties and 2 live in general purpose accommodation.

10. Tenant Satisfaction Measures:

10.1. The following shows the headline results of our Q2 TSM Survey.

10.2. Infographic; Overall satisfaction:



10.3. The below analysis details each category questioned in the TSM Survey, showing how this compares between Q2 and the previous year's survey results:

	24/25 (%)	Q2 2025/26	Difference between 24/25 and Q2 25/26 (%)	25/26 TSM Median Target (%)
Proportion of respondents who report that they are satisfied with the overall service from their landlord	60	58	-2	71.3
Proportion of respondents who report that they are satisfied that their home is well maintained	58	61	3	70.8
Proportion of respondents who report that they are satisfied that their home is safe	69	64	-5	76.7
Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service	63	66	3	72
Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair	59	63	4	67.4
Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaint handling	17	18	1	34.5
Proportion of respondents who report that they agree their landlord treats them fairly and with respect	65	69	4	76.8
Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them	66	61	-5	70.3
Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them	43	41	-2	66.4
Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood	53	55	2	63.1
Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained	55	54	-1	65
Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour	54	63	9	57.8

10.4. At the end of Q2, we are seeing that overall satisfaction with our housing service is at 58%. This is a slight decrease of 2% compared with 2024/25, but ultimately consistent with the previous years' results which were a pleasing increase on the previous year (23/24).

10.5. This trend of increased satisfaction continues across the piece, with increased satisfaction in the following areas:

- Satisfaction that homes are well maintained – 3% increase.
- Satisfaction with overall repairs service - 3% increase
- Satisfaction in our handling of anti-social behaviour – 9% increase.
- Satisfaction in our contribution to neighbourhoods – 2% increase.
- Satisfaction with time taken to complete repairs – 4% increase.
- Satisfaction with complaint handling- 1%increase.
- Satisfaction that landlord treats tenants fairly and with respect- 4% increase.

10.6. The 2024/25 benchmarking data is not yet available, therefore we have provided the national TSM median data as a sense checking tool. We can see that in 7 areas we are closing the gap on our performance vs the sector average, and we continue to work on operational action plans that address areas for improvement.

Financial implications:

There are no direct financial implications from the recommendations in this report.

Legal implications:

There are no legal implications on which to comment.