

Report to: Housing Review Board



Date of Meeting: 22nd January 2026

Document classification: Part A Public Document

Exemption applied: None

Review date for release N/A

Tenancy Services Performance Report 2025/26 Q3

Report summary:

The following report outlines the Tenancy Services element of the Housing Service's performance through Quarter 3 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 3, 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 (Regulated Services)

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

Climate change Low Impact

Risk: Low Risk

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

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

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 are in the top 25% of best performing landlords.

1.4. 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. Housing Rental: General Overview

2.1 Infographic; Income Management.

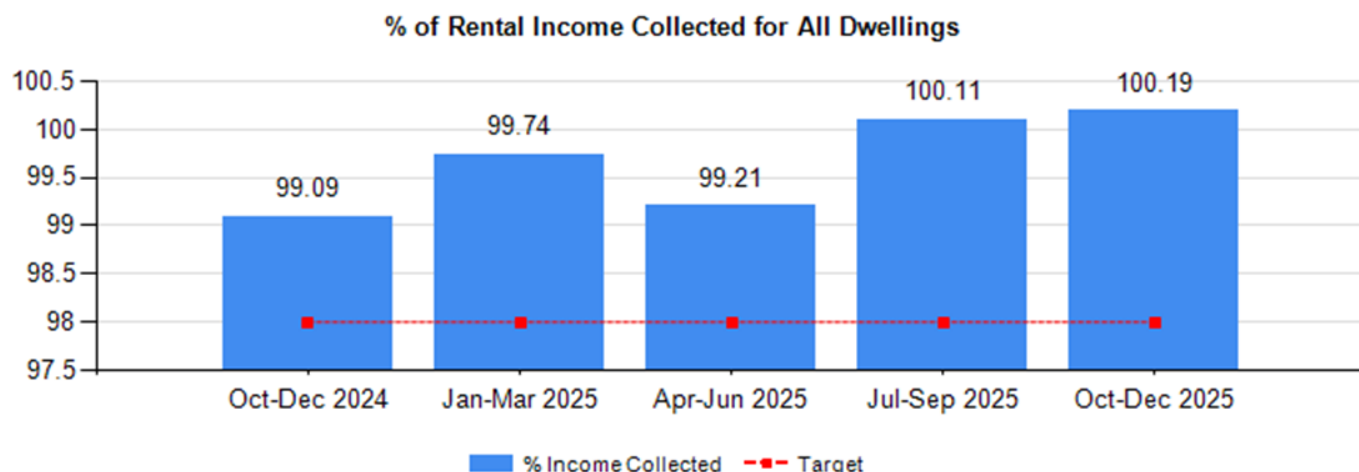
Housing Service Performance

(as at 31-Dec-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)	December 2025	Year To Date	2025/26 Target	Top Quartile
INCOME MANAGEMENT										
IM01	% of rental income for all dwellings that was collected	99.74	●	●	●	N/A	●	●	98 ⬇️	100.2
IM01(a)	% of rental income for general needs housing that was collected	99.86	●	●	●	N/A	●	●	98 ⬇️	100.2
IM01(b)	% of rental income for sheltered housing that was collected	99.51	●	●	●	N/A	●	●	98 ⬇️	100.2
IM02	Rent arrears of current and former tenants as a % of annual rent debit	1.84	●	●	●	N/A	●	●	2.53 ⬆️	3.45
IM03	Rent arrears of current tenants as a % of annual rent debit	1.52	●	●	●	N/A	●	●	1.82 ⬆️	2.38

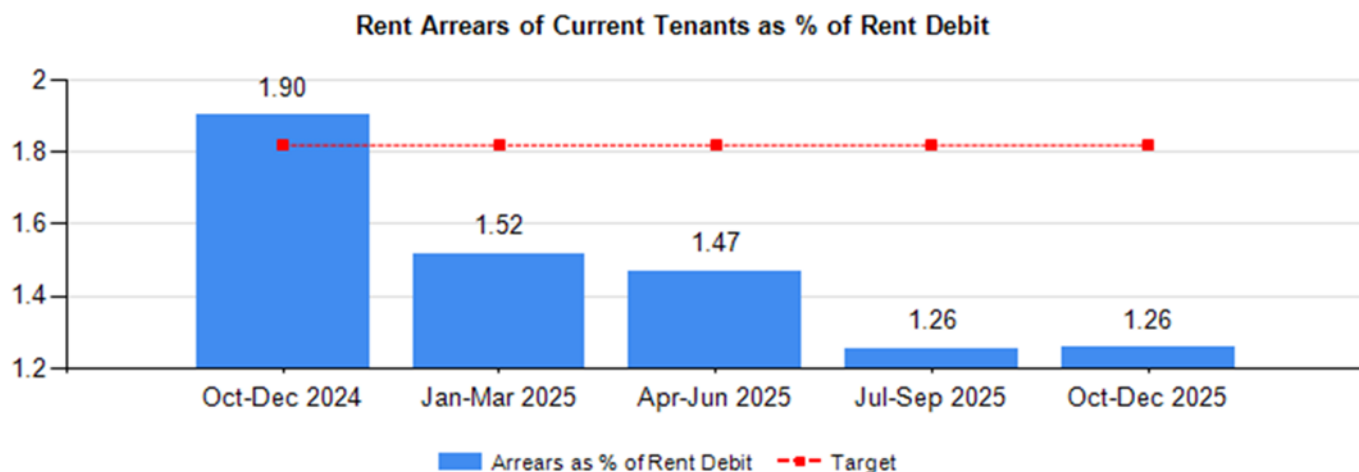
2.2 Infographic; % of income for all dwellings that was collected.



2.3 As can be seen 100.19% of rent was collected in Q3 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 Q3, 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%.

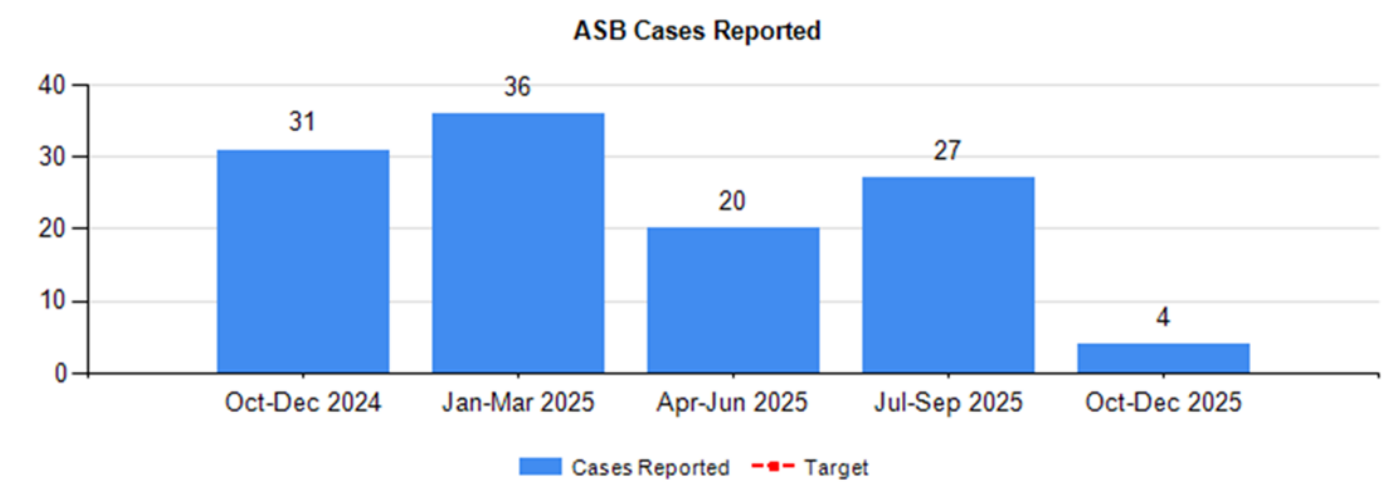
3. Estate Management: General Overview

3.1 Infographic; Tenancy Management

Housing Service Performance
(as at 31-Dec-2025)
● Within Target, ● Close to Target, ● Outside Target, Cumulative Measure, Minimum Target, Maximum Target, General Fund

TABULAR SUMMARY 2025/26										
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TENANCY MANAGEMENT										
TM04	Number of ASB cases reported	153	20	27	4	N/A	0	51	N/A	-
TM05	Number of evictions	10	3	1	0	N/A	0	4	0	0
TM07	Number of current Decants	8	9	14	12	N/A	No Data	12	N/A	-
TM08	% of 6 monthly Estate Inspections completed	14.46	20.16	49.69	42.36	N/A	42.36	42.36	100	-

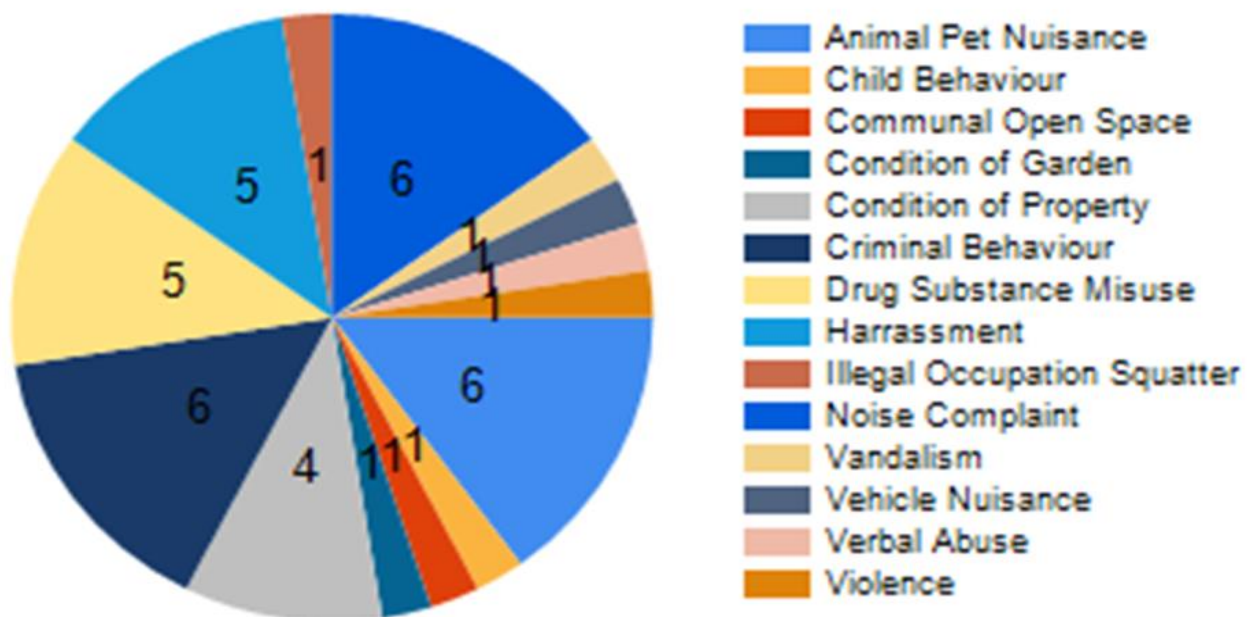
3.2 Infographic; The number of ASB Cases Reported



3.3 There has been a significant decrease in the number of ASB cases reported in Q3 compared to previous quarters.

3.4 Infographic; Open ASB Cases

Open ASB Cases by Category



3.5 There are 41 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.

Context: The Estates team have not had a designated team manager since August 2025 and have also not been at full capacity following a staff departure and a long term staff absence. We have recently appointed to the post of Estates Team Manager and to a Housing Officer position, with recruitment to another post, following a staff departure, to commence shortly.

Action: With the recent recruitment of an Estates Team Manager, fortnightly ASB Case reviews will recommence with the Estate Management team. This will enable a more proactive approach in dealing with open ASB cases.

4. Estate Management: Decants

4.1 EDDC Tenants decanted to temporary accommodation is 12 Households.

4.2 The tenants decanted are a mixture of general needs and sheltered tenures.

4.3 The primary reason for the decanted tenants is due to the condition of property.

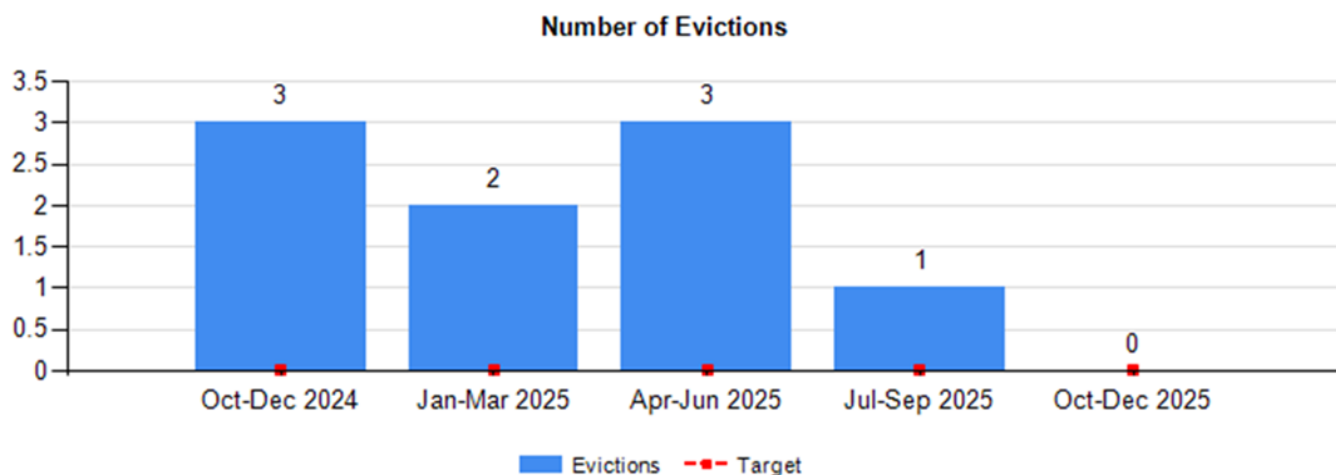
4.4 Work is currently underway to furnish EDDC properties that can be used as decant accommodation thereby reducing the need to use costly temporary accommodation.

4.5 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.

Action: We are currently using EDDC properties for decants saving considerable costs per week on previous approaches for decant. A further 4 EDDC properties are to be utilised for decants from the end of February 2026.

5. Estate Management and Housing Rental: Number of Evictions

5.1 Infographic; The number of Evictions



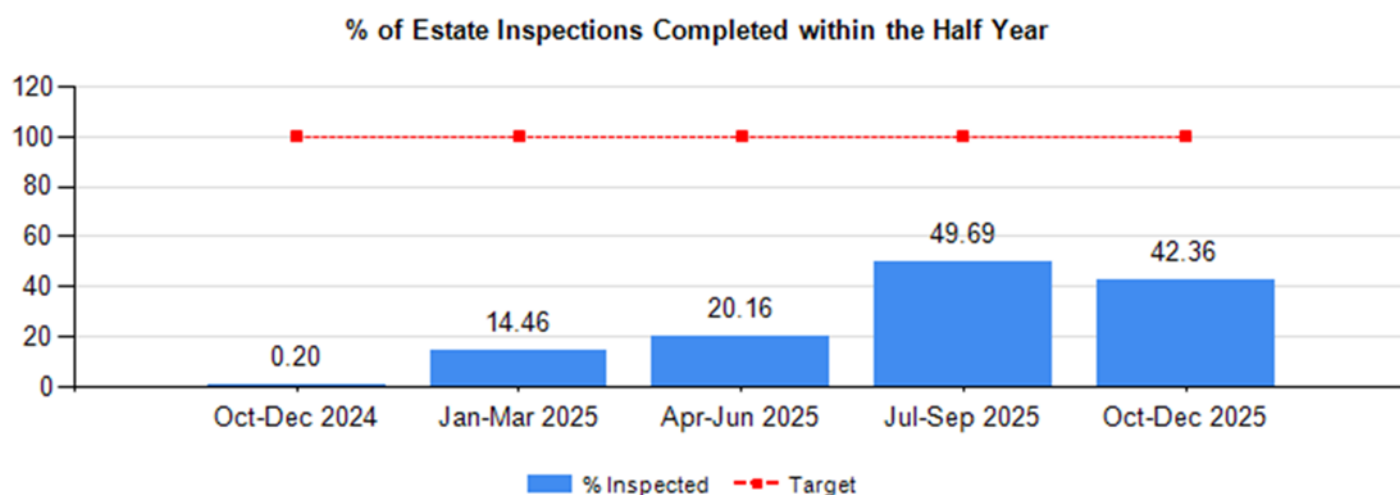
5.2. We promote tenancy sustainment and early intervention measures when dealing with customers to prevent the need for evictions. The eviction of a tenant is as a last resort when all other options are exhausted. At times, intervention is not successful, and our only recourse is to seek possession of the property following the court process

5.3 There were no evictions in Q3 of 2025/26.

5.4 Whilst it is pleasing to see that there were no evictions in Q3, there are a court proceeding in progress due to rent arrears and ASB that could lead to evictions over the coming months.

6. Estate Management: Estate Inspections

6.1 Infographic; % of 6 monthly estate inspections completed



6.2 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.

Action: The Estate Management team have recruited a new Housing Officer, following a member of the team leaving, and an Estates Team Manager. A further post is to be

advertised shortly following another member of the team’s departure. When at full capacity it is expected that this will increase the ability of the team to undertake a greater number of Estate Inspections going forward.

7. Sheltered Housing and Estate Management: Overview

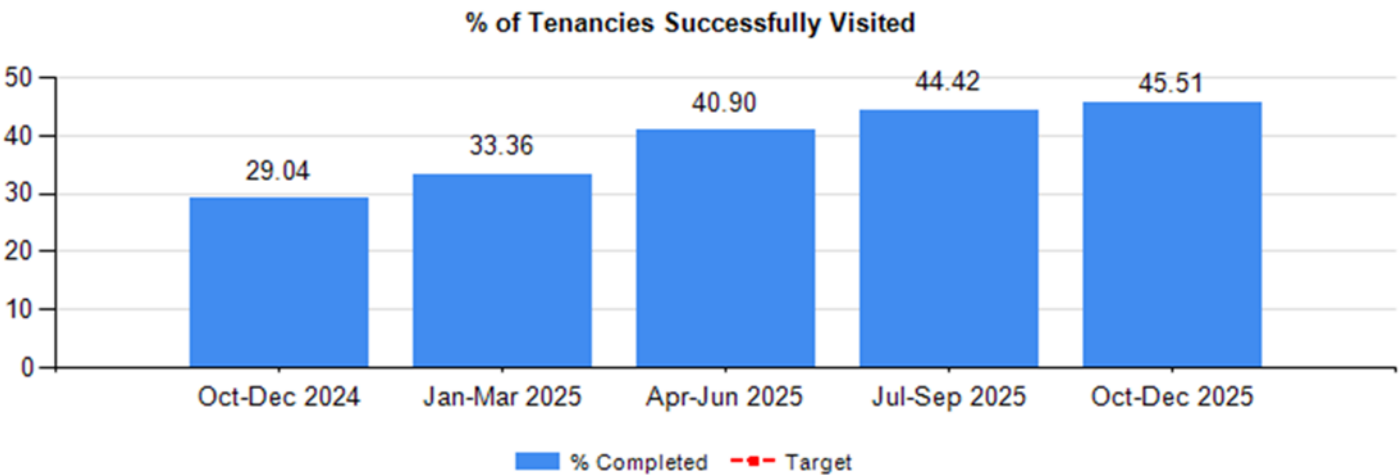
7.1 Infographic; Tenancy Management (Sheltered and General Purpose Tenancies)

Housing Service Performance

(as at 31-Dec-2025)
● Within Target, ● Close to Target, ● Outside Target, 📊 Cumulative Measure, ⬇ Minimum Target, ⬆ Maximum Target, 🏠 General Fund

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TENANCY MANAGEMENT										
TM06	% of tenancy visits completed	33.36	40.9	44.42	45.51	N/A	45.51	45.51	-	-
TM11	% of new tenancy visits completed in target	8.66	60.75	43.75	32.99	N/A	35.14	46.33	-	-

7.2 Infographic; % of tenancy visits completed



7.3 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.

7.4 Infographic; Number of general needs tenancies visited

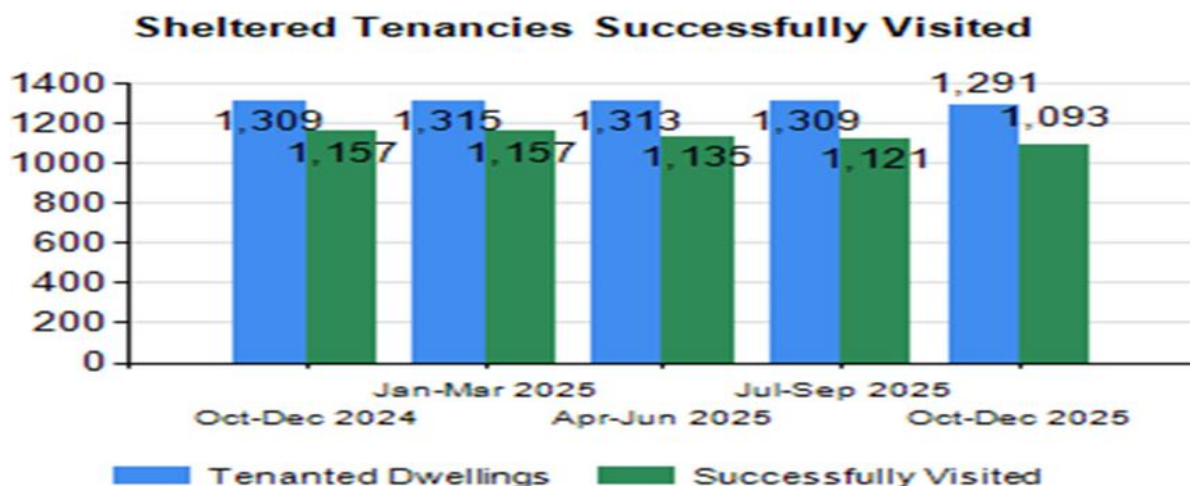


7.5 Estate Management-The target is for 33%(910) of general-purpose tenants to be visited every year, with the objective that each tenant will be visited every 3 years, where a tenancy audit will be completed. Of course, we would like to undertake a tenancy audit with each tenant once a year, but we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

7.6 In the first 3 quarters of 2025/26, 726 general needs tenants have been visited, and the Estates Team are on target, with 79.78% of the 910 tenancy audits completed to date.

Action: As indicated above, the team are nearing full capacity and it is anticipated that the number of tenancy visits to general purpose properties will increase as a result.

7.7 Infographic; Number of sheltered housing tenancies visited



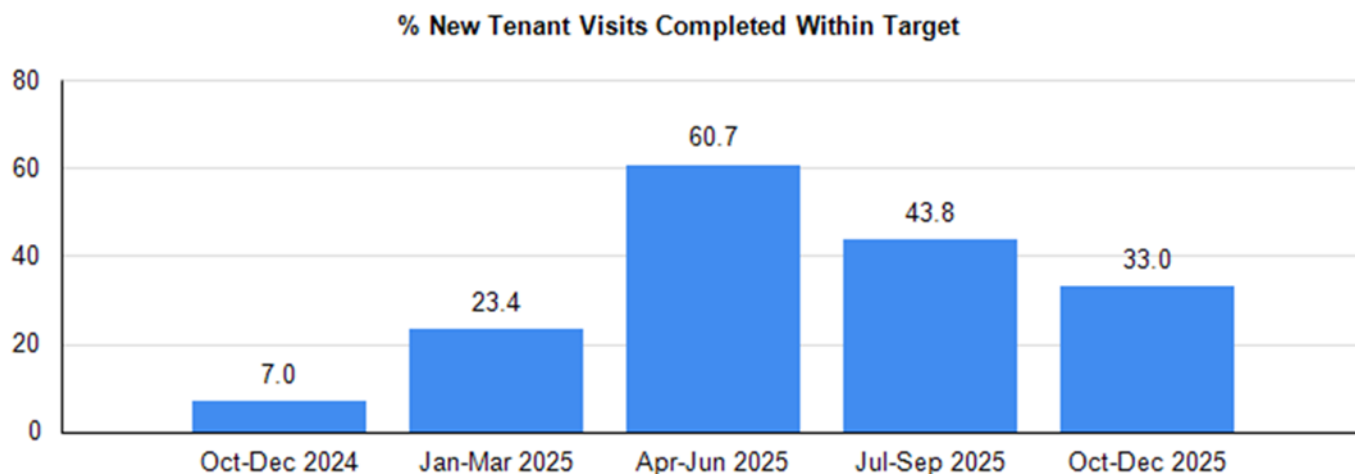
7.8 Sheltered Housing- The target is for 100% of sheltered tenants to be visited every year

7.9 780 (60.42%) Sheltered tenant audits have been undertaken so far in 2025/26

Action: The Sheltered Housing Managers will be taking a more proactive approach to ensure that the Mobile Support Officers are undertaking their tenancy visits. Initial findings indicate that visits have been taking place but have not been recorded on our systems and this is being addressed with the team.

8. Sheltered Housing and Estate Management: New Tenant Visits

8.1 Infographic; % of new tenant visits completed in target



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

8.3 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.

8.4 Of the 67% new tenant visits not completed within the 10 weeks of tenancy starting, this equates to 25 tenants not visited within target. Of the 25, 15 are in general purpose properties and 10 in sheltered accommodation.

8.5. Whilst 25 new tenants were not visited with the 10 weeks of their tenancy starting, 7 have been visited, leaving 18 tenants requiring a new tenant visit. Of the 18 outstanding new tenant visits, 7 live in sheltered properties and 11 live in general purpose accommodation.

Action: It is acknowledged that there is improvement required in this area by both teams. The Sheltered Housing Managers and the Estates Team Manager will be regularly monitoring team and individual performance to drive improvements in this area.