

REDDITCH BOROUGH COUNCIL

Executive Committee

10th June 2025

Housing Regulator: Tenant Satisfaction Measures 2024/25

Relevant Portfolio Holder	Councillor Bill Hartnett
Portfolio Holder Consulted	Yes
Relevant Assistant Director	Simon Parry and Judith Willis
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Wards Affected	ALL
Ward Councillor(s) consulted	N/A
Relevant Council Priority	Housing
Non-Key Decision	
If you have any questions about this report, please contact the report author in advance of the meeting.	

1. RECOMMENDATIONS

The Executive Committee RESOLVE that:-

- 1) The Council's 2024/25 Tenant Satisfaction Measures and the Housing Interim Improvement Plan are approved.**
- 2) A quarterly update on the Tenant Satisfaction Measures (Landlord) and progress against the Housing Improvement Plan are reported in future to the Executive Committee.**

2. BACKGROUND

- 2.1 Following the passing of the Social Housing (Regulation) Act in July 2023, the Regulator for Social Housing (RSH) introduced a new Regulatory Framework for social housing providers including revised consumer standards in April 2024. The framework requires the inspection of each social housing provider over a 4 year period. This inspection gathers evidence and assesses providers against the four Consumer Standards (Safety and Quality, Transparency, Influence and Accountability, Neighbourhood and Community and Tenancy).
- 2.2 Redditch Borough Council (RBC) is currently in the process of completing an inspection with the final report from RSH anticipated to be published in July 2025. Through the feedback given to date as part of the inspection process, known gaps when reviewing the Consumer Standards and the feedback given through the Tenant Satisfaction Measures (TSM) an interim Housing Improvement Plan has been developed and is included at Appendix 1. At this stage no immediate gaps have been identified with the Tenancy Standard. The

Improvement Plan will form an integral part of the Service Business Plans being developed across Housing. A further report based on the results of the Inspection together with an updated improvement plan will be produced in due course for a future meeting of the Executive Committee. In addition, it is proposed to provide a quarterly update on the Landlord TSM and progress against the Housing Improvement Plan contained within this report and for meetings to be held with the Portfolio Holders for Housing and Performance, Engagement and Governance.

- 2.3 Alongside the consumer standards, a key element of the Framework are the TSMs, which place a responsibility on all social housing landlords, in England, to return performance information, so that each provider can be assessed for how well it is providing good quality homes and services.

2.4 Tenant Satisfaction Measures

The TSM document sets out 22 measures covering 5 themes.

1. Keeping Properties in good repair
2. Maintaining Building Safety
3. Respectful and helpful engagement
4. Effective handling of complaints
5. Responsible neighbourhood management

Of the 22 measures they are split between those that the **landlord** is required to measure directly (10 No.) and those that are measured by **tenant perception surveys** (12 No.)

These new requirements came into force on 1st April 2023 with RBC submitting results in June 2024. This requirement is annual, and submissions are recorded via the RSH's portal between April and June 2025 for the 2024/5 financial year.

Tenant Perception Surveys

Approach

- 2.5 The Regulator has set out a strict set of technical requirements to ensure the surveys follow an identical set of questions across the Sector, so that there is consistency, with the only variable being the inclusion of the name of the Housing Organisation. Included in these requirements are the identical range of answers based on a range of very satisfied to very dissatisfied, and also strongly agree to strongly disagree for one question. In order to calculate the outcome, the

technical requirements state that satisfaction is a total of very satisfied and fairly satisfied divided by the total number of responses to the question. This means that those that were neither satisfied nor dissatisfied are excluded.

- 2.6 To undertake the tenant perception surveys the Council have engaged with We Love Surveys, who specialise in surveying customers for a range of clients and industries. A total of 654 responses were received which equates to the statistical confidence levels contained within the technical requirements and give a +/- 4% statistical confidence. The returns were predominantly via text messages with responses also invited via telephone survey and website.

3. OPERATIONAL ISSUES

Summary of results

- 3.1 When compared to the results from 2023/24 there has generally been an increase in satisfaction levels although the Council still fall below the median level across other Social Housing Providers. For the 2024/25 survey the Council included free text comment boxes for 4 key areas, Overall Satisfaction (TP01), Satisfaction with time taken to complete Repairs (TP03), Providing a home that is safe (TP05) and Complaint Handling (TP09).

TP01: Overall Satisfaction with Housing Services (56.7%)

- 3.2 The comments, which 70.8% of respondents made, are most commonly categorised as repairs and maintenance delays, responsiveness across services and frustration with communication. The information received will assist in informing the development of an improvement plan across the Housing Service that will be monitored and shared with the Executive Committee in due course.

TP02: Satisfaction with Repairs (66.7%)

TP03: Satisfaction with time taken to complete repairs (60.9%)

TP04: Providing a home that is well maintained (55.5%)

- 3.3 Whilst the results for 2024/25 are an improvement of 13.2%, 10.8% and 9.7% (respectively) when compared to results from 2023/24, they are still below the median levels across the sector. The service is currently going through a lot of change with 2024 seeing over 20 new permanent employees recruited into the Housing Property Services team. The Housing Property Services Team are currently testing the Total Mobile solution to allow more effective scheduling of works, tenant updates on progress and appointments as well as better performance management capabilities via dashboards. In July 2025, Internal Audit are to undertake a

review of the repairs service that will further influence improvements required.

- 3.4 Key issues identified from the free text comments are long wait times for repairs, delays in addressing issues, unclear timelines and lack of communication. Having reviewed our website the Repairs Policy is not publicised nor specific details around the priority codes covering emergency, urgent and non-urgent works. Whilst work is ongoing with Total Mobile, the Council have developed over the course of the last month Power Bi reports that provide performance data across the repairs service to allow more effective monitoring in the interim. The Council have post inspections of 10% of works undertaken which will assist in identifying any workmanship issues. Further work is required to provide solutions to the issues raised.
- 3.5 The Council is are currently working with TPAS (Tenant Participation and Advisory Service) to review our tenant engagement offer with a report will be provided at a future Executive Meeting, regarding key actions and any associated resources required to meet the needs of the Consumer Standards regarding tenant engagement. However, in the interim the Council is liaising with them, given the feedback from the TSMs to look at setting up focus/working groups with tenants to further identify service improvements.

TP05: Provide a home that is safe (61.7%)

- 3.6 There was a 14% improvement when compared to the previous year however to further understand the response this question was also supplemented by the free text comments option. Within this the key area of concern was maintenance issues with issues such as doors, windows and mould together with kitchen and bathroom concerns. The Council has suffered from a lack of investment for a few years however, the current Capital Programme is working towards making all of the Council's properties being compliant with the Decent Homes Standard.

TP06: Listen to views and acts upon them (44.4%)

TP07: Keeps tenants informed (48%)

TP08: Treat tenants fairly and with respect (58.1%)

- 3.7 This set of scores reinforces the need to engage more effectively with the Council's tenants both at a strategic and operational level to ensure the authority receives feedback about services and demonstrates how the Council has responded. The authority needs to be more proactive with communication on key issues such as Repairs, Policy Changes and Projects for example increasing the frequency of key messages around these subjects. The work the Council is undertaking with TPAS will give a more rounded view of how the Council engages the customer base. With

regards to fairness and respect, whilst this has increased in the scores when compared to last year, the Council will need to reinforce this further through staff training, improved customer service, and greater equality and diversity. This will be included in a report to set out the Council's improvement plan across the Consumer Standards.

3.8 Satisfaction by Characteristics

In general terms the Housing Service do not hold a full set of tenant profile information across the various characteristics however work is ongoing to capture this information within our housing management system utilising a 'make every contact count' philosophy covering telephone calls to services across housing as well as through tenancy sign ups and the tenancy audits being undertaken. To assist this, the Housing Service are producing a resident profiling script so that the Council can maximise the information held on our system to map issues and trends together with being able to tailor our service appropriately to remove any barriers.

3.9 Age

Looking at the satisfaction by age of respondent approximately 47% of responses were from 25-54 year olds with the 3 age groups below scoring significantly lower than those in older age categories.

25-34 - 39.2%
35-44 - 40.2%
45-54 - 52.0%

3.10 Ethnicity

Across the ethnicity group the highest scoring were Asian (71.4%) and Black (66.7%).

3.11 Property Types

Across the Property types those living in flats scored the lowest (48.9%)

Across our flats Housing Property Services are mobilising the new caretaker service which will ensure our communal areas are clean, in good condition (with required repairs reported) and clear from combustible materials. The areas already benefit from good communal lighting and an ongoing programme of security door and fire door replacement is improving security and safety to each block.

3.12 TP09: Complaints Handling (21.7%)

Satisfaction levels with complaints handling is a significant issue across many housing providers and has remained the lowest level of satisfaction

of all questions this year. The level of respondents on this question indicates that the number is significantly higher than formal complaints received. Feedback from the comments made include frustration with the council's responsiveness, with delays, poor communication and unresolved repairs and maintenance issues being cited most commonly. This is one of the key areas the Housing Service are prioritising for improvement with further engagement with tenants as well as seeking to understand from our peers how they have sought to improve in this area.

3.13 TP10: Communal Areas kept clean and well maintained (42.4%)

The split between satisfied and dissatisfied was equal with known inconsistencies within the service currently. The mobilisation of the caretaker service as identified above will assist in improving the quality of the communal areas in which our housing is situated. The Council will seek further, more detailed, feedback from customers to build on the feedback received from the summer 2024 roadshows to continually improve our communal areas.

3.14 TP11: Positive contribution to the neighbourhood (44.7%)

The Council will need to engage with our customers to understand the responses to this question in more detail. Whilst there are good examples of improvements made in specific areas such as the Safer Streets project work, further investment is required to design out crime and generally improve areas. The Housing Service are seeking to establish, in conjunction with our customers, a set of Estate Care Standards.

3.15 TP12: Handling ASB (40.6%)

Whilst Housing Services have developed strong relationships with the Police and have demonstrable evidence of dealing effectively with cases that impact on individuals and areas, further work is required to understand from our customers how the Council can further improve how ASB is dealt with.

3.16 Benchmarking

- 3.17 The RSH, in November 2024, collated all social housing providers data from their responses to the TSMs covering both tenant perception survey results as well as the measures covering the Landlord Measures. The table below sets out our performance for 23/4 as a comparison with 24/5 whilst also providing a benchmark against the median results across the sector.

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Table1: TSM 24/5 Results and Comparators

TSM Code	TSM Question in Full	% Satisfied (adjusted)	2024 % Satisfied (adjusted)	Compared to 2024 Results	TSM Headline Report 23/4 Median - Perception Survey Results
TP01	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Redditch Borough Council?	56.7%	47.4%	9%	71.30%
TP02	How satisfied or dissatisfied are you with the overall repairs service from Redditch Borough Council over the last 12 months?	66.7%	53.5%	13%	72.30%
TP03	How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	60.9%	50.1%	11%	67.40%
TP04	How satisfied or dissatisfied are you that Redditch Borough Council provides a home that is well maintained?	55.5%	45.8%	10%	70.80%
TP05	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Redditch Borough Council provides a home that is safe?	61.7%	48.0%	14%	76.70%
TP06	How satisfied or dissatisfied are you that Redditch Borough Council listens to your views and acts upon them?	44.4%	34.4%	10%	60.40%
TP07	How satisfied or dissatisfied are you that Redditch Borough Council keeps you informed about things that matter to you?	48.0%	44.4%	4%	70.30%

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TP08	To what extent do you agree or disagree with the following: Redditch Borough Council treats me fairly and with respect?	58.1%	51.5%	7%	76.80%
TP09	How satisfied or dissatisfied are you with Redditch Borough Council's approach to complaints handling?	21.7%	21.6%	0%	34.50%
TP10	How satisfied or dissatisfied are you that Redditch Borough Council keeps these communal areas clean and well maintained?	42.4%	41.8%	1%	65.10%
TP11	How satisfied or dissatisfied are you that Redditch Borough Council makes a positive contribution to your neighbourhood?	44.7%	39.4%	5%	63.10%
TP12	How satisfied or dissatisfied are you with Redditch Borough Council's approach to handling anti-social behaviour?	40.6%	39.6%	1%	57.80%

3.18 Summary

The results identified through the tenant perception survey including the comments provided, give officers good insight into the services the Council are delivering. To improve, as a consequence, the Council are currently developing a Housing Improvement Plan. The plan is pulling together feedback from this survey, the ongoing work with TPAS to re-engineer our customer engagement as well as ensuring the Council meet the RSH Consumer Standards. This plan will form an integral part of the report that is scheduled for a future meeting of the Executive.

3.19 Landlord TSMs

3.20 RP01: Homes that do not meet the Decent Homes Standard

At the end of the financial year **4.17%** of our Housing Stock was non-decent in accordance with the Decent Homes Standard, which represents 442 properties. The majority of the reasons for non-decency fall within the State of Repair category of the Decent Homes Standard and represents elements such as Roofing, Electrical, Gas, Kitchens and Bathrooms. Programmes of work are being identified to ensure that these items are remedied.

3.21 Stock Condition Data

To ensure the Council can report against this robustly Housing Property Services have a rolling programme of Stock Condition Surveys to our properties which are undertaken by an External Consultant on an annual basis. Through this year the target is to complete 1,400 surveys, to update our data. In 2019/20 the first Stock Condition surveys undertaken for many years were completed which covered approximately 55% of our Housing Stock at the time, which then formed the basis of the current 5-year capital investment programme within the report to Executive in February 2023. The Council completed surveys for a further c20% of our housing stock last financial year however best practice advises that data is only used for a 5 year period, therefore a programme, to complete all of our stock over the next 3 financial years including this, has been established.

Currently therefore the percentage of properties with a Stock Condition Survey undertaken in the last 5 years is 19.71%.

3.22 RP02.1: Repairs completed within target timescale – Proportion of non-emergency responsive repairs completed within the landlord's target timescale

RP02.2: Repairs completed within target timescale – Proportion of emergency responsive repairs completed within the landlord's target timescale

- 3.23 In conjunction with the Business Improvement Team the Repairs Team have been building Power Bi reports in order to provide performance information. The tables below represent the percentage of Works Orders (WO) closed on the system together with the percentage that have been closed within the target timescales for each Priority Code.

Priority 1	Emergency	24 hrs
Priority 2	Urgent	5 working days
Priority 3	Routine	20 working days

These reports have identified issues related to duplicate WO and errors in closing down correctly on the system, as such a data cleansing process is in progress together with associated training for all officers responsible for closing down these items. This has resulted in identify as at 14th May 2025 that 2,364 repairs WO are currently showing as overdue, which the data cleansing will reduce further. Where Housing Property Services have identify shortfalls in capacity to deliver this additional capacity, through either External Contractors or Agency support for our internal teams, will be provided. The Repairs service still currently operates on a paper-based ticket system however it is in the final stages of testing for Total Mobile a new ICT based scheduling platform that will provide greater efficiencies in the delivery of the service as well as enhance the customer journey through timely updates to customers on the appointments and progress of their Repairs WO.

Repairs Performance		
Raised	Closed%	ClosedInTarget%
25.8K	92.0%	68.1%
P1 Repairs Performance		
Raised	Closed%	ClosedInTarget%
4.5K	98.5%	77.9%
P2 Repairs Performance		
Raised	Closed%	ClosedInTarget%
8.7K	95.0%	69.9%
P3 Repairs Performance		
Raised	Closed%	ClosedInTarget%
12.6K	87.6%	62.8%

3.24 BS01: Gas safety checks

3.25 The key statutory requirement is that RBC adhere to the Gas Safety (Installation and Use) Regulations 1998 as amended. It is a legal requirement for RBC to perform a gas safety check every twelve months and to maintain the associated paperwork.

3.26 The RSH set out **BS01 – Gas Safety Checks** ‘this measure will be based on the percentage of homes that have had all the necessary gas safety checks’.

Performance: 100%

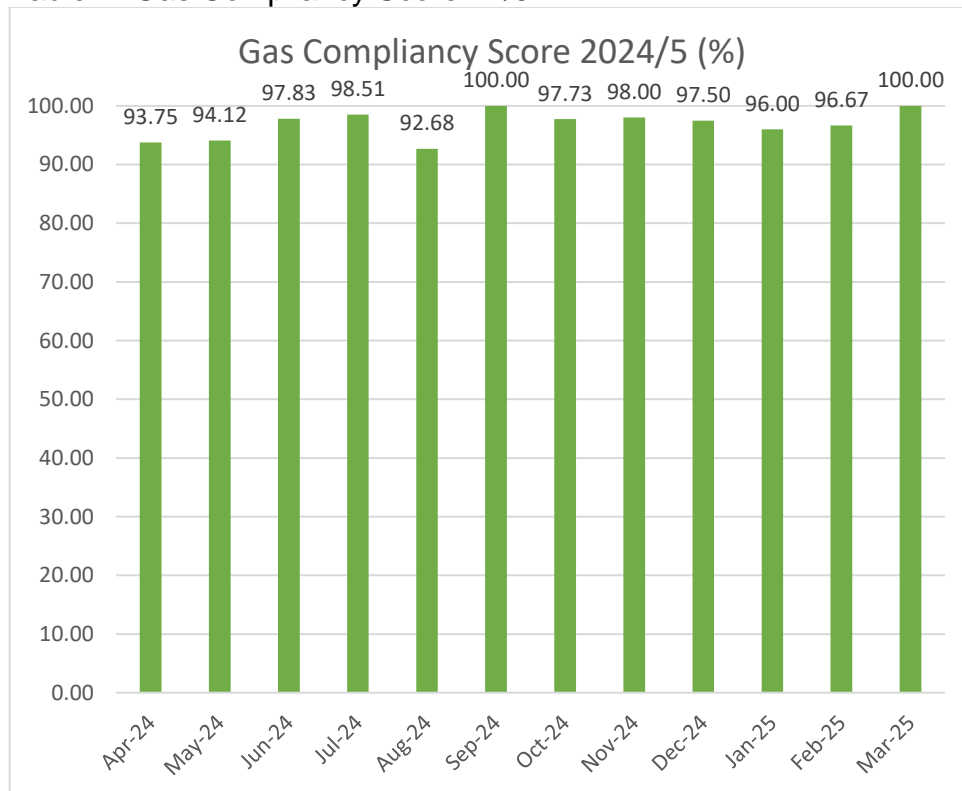
3.27 All current gas safety checks are in place for both our domestic boilers and the newly managed Communal Boilers. Work to improve the quality and efficiency of boilers continues with boilers replaced on both a reactive basis (where beyond economical repair) or planned replacement due to age and efficiency.

3.28 There are 196 properties that have their gas supply capped. These properties comprise of current voids and customers who do not want or can’t afford gas. These properties are identified and shared with the Neighbourhood and Tenancy team in order to provide opportunity for tenancy visits to ensure there is support for the household.

3.29 Gas Quality Assurance (3rd Party Audits)

The In-house Gas Team are subject to audits of work undertaken by a third-party company, Morgan Lambert. Certification is passed to them monthly in order to assess the quality and accuracy of certification, feedback from the customer on their satisfaction with the service delivered by the RBC engineer, and finally an assessment of the work undertaken for compliance with regulations and manufacturer's instructions. The following table illustrates the monthly results for the financial year.

Table 2: Gas Compliancy Score 24/5



3.30 Gas Safe Inspection

An inspection, by Gas Safe, of the Housing Property Services Gas Team, was completed in November 2024 which comprised of a desk top audit of our gas management processes and procedures and a gas safety inspection of a selection of Gas Engineers. There are 3 possible outcomes to the audit (Satisfactory/Work Required/Unsatisfactory) and the team reached a Satisfactory standard which is the highest possible rating and correlates with the team's focussed efforts and commitment in this regard.

3.31 BS02: Fire safety checks

The key statutory requirement is the Regulatory Reform (Fire Safety) Order 2005 (RRO) which requires Redditch Borough Council (RBC) to undertake regular assessments of all communal areas within the Council's housing stock, by a competent person. This assessment of a building is to ensure that it is at least maintained, as designed, to protect the integrity of fire safety features such as compartmentation and escape routes.

- 3.32 There is a rolling programme of inspection for the FRAs with designated properties being part of an annual risk assessment (Sheltered Accommodation) with the remainder (General Needs) being undertaken on a 3-year cycle. The FRAs are undertaken by external consultants Ridge and Partners LLP.

- 3.33 The RSH set out **BS02 – Fire Safety Checks** - 'this measure will be based on the percentage of homes in buildings that have had all the necessary risk assessments'.

Performance: 100%

- 3.34 Through the FRAs undertaken significant numbers of remedial actions were identified. In order to tackle these programmes of interventions including fire compartmentation works, review/upgrade of fire alarms, replacement communal internal and flat entrance doors and upgrading of signage have been ongoing. The programme prioritised the previously designated 'sheltered accommodation' blocks of low rise flats eg Ibstock House, Malvern House, Harry Taylor House etc, with these all complete. Beyond these property types the programme has then covered our 3 and then 2 storey buildings, unless there are higher risks based on the condition of the existing fire doors or measures within any property type, at which point they will be accelerated through the programme.

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- 3.35 The outstanding remedial works from the FRAs are included in the table below.

Table 3: Fire Remedial Actions (as at 29/5/25)

	No. of high-risk actions - Serious	No. of medium risk actions – Minor	No. of low-risk actions – Best Practice
Overdue FRA remedial actions (< 3 months)	15	460	103
Overdue FRA remedial actions (3-6 months)	10	139	52
Overdue FRA remedial actions (6-12 months)	159	742	95
Overdue FRA remedial actions (12+ months).	604	424	113
Totals	788	1765	363

- 3.36 Initially the list of remedial actions totalled 6,189 however the work identified previously has significantly reduced this, noting however there is much work still to be undertaken. The serious items in Table 3 cover a large number of sites, examples of which, are works to fire doors, fire stopping, which equates to approximately 89% of outstanding serious actions, ensuring person centred fire risk assessments for highly vulnerable people are undertaken and in place and that an assessment is undertaken of any cladding materials. Works are in progress across a range of these issues, the budget for 25/6 for these works has been agreed at £1.5m with this to be projected forward until 2029/30 to ensure all fire doors are replaced/upgraded and associated fire stopping is completed. In the interim in order to mitigate the risks identified Housing Property Services are developing a programme of fire door inspections which is anticipated will be in place in July 2025. As part of the FRA the item most referenced for doors states

All flat entrance doors should be checked to see if they provide adequate fire resistance, have the correct ironmongery and operate correctly. The doors should be upgraded as necessary to achieve

FD30S standard, with a self-closing device capable of closing the door in its frame from any angle and overcoming the resistance of any latch.

Whilst all of our flats have existing fire doors these surveys will identify the standard of the doors in the interim to mitigate against the risks prior to replacement, where required, and inform the programme accordingly. .

The document that holds all of this data is being continuously updated as individual items are completed, with tasks allocated to various teams across the whole of the Housing Service. As part of our regular maintenance and surveillance of communal areas the new caretaking service (to be launched in the Summer, following a current recruitment exercise) will provide assurance that flammable objects are not stored within these areas together with timely reporting of any issues within the communal areas. Housing Property Services have ensured that emergency lighting and fire alarm testing and maintenance is undertaken and that flats have the relevant smoke alarms to help protect our tenants in the event of a fire.

3.37 BS03: Asbestos safety checks

The key statutory requirement is the Control of Asbestos Regulations 2012 (CAR2012) which requires Redditch Borough Council (RBC) to undertake an asbestos survey to confirm locations of asbestos containing materials within communal areas. Regulation 4 of the above legislation (CAR) places a specific obligation upon 'duty holders' (owners and/or those responsible for maintenance) to manage asbestos within non-domestic premises (including common parts of domestic dwellings). This requires identification of the location and condition of asbestos containing materials (ACMs), a corresponding risk assessment and written management plan to prevent harm to anyone who occupies or works upon the building. Although the regulations do not extend to domestic properties, Housing Property Services do have a duty of care under the Health and Safety at Work Act 1974 and the Management of Health and Safety Working Regulations 1999 to ensure the safety of our workforce and contractors when working within RBC properties.

- 3.38 All blocks have had asbestos surveys undertaken to the communal areas which categorised the presence and condition of any asbestos present. A programme of removal has been completed to remove poor quality asbestos from communal areas. Where Asbestos Containing Materials were left an annual reinspection regime is in place to ensure there has been no deterioration and therefore identified intervention in order to control the risk.

3.39 The RSH set out **BS03 – Asbestos Safety Checks** - Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.

3.40 **Performance: 100%**

3.41 **BS04: Water safety checks**

Under the Health and Safety at Work Act 1974 and the Control of Substances Hazardous to Health Regulations 2002, housing providers must assess and control the risk of exposure to legionella bacteria in water systems.

The RSH set out **BS04 – Water Safety Checks** - Proportion of homes for which all required legionella risk assessments have been carried out.

3.42 **Performance: 100%**

3.43 Through the issuing of the Risk Assessments for each of the 51 communal sites several actions have been identified these are listed in the table below. Monthly checks are undertaken by our Contractor to monitor water temperature, and our in-house Gas Team carry out a weekly flush of the systems. Work is ongoing to clear all outstanding remedial actions.

The outstanding remedial works from the Legionella Risk Assessments are included in the table below:

Table4: Legionella Remedial Actions

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LEGIONELLA REMEDIAL STATUS ▾	Completed	In Progress	Grand Total
<input type="checkbox"/> 1.High	28	86	114
Calorifier		27	27
Combi Boiler	1	1	2
Deadleg	2	17	19
Distribution Services	14	9	23
Expansion Vessel		1	1
Representative Outlet	2	3	5
Risk of Persons being Exposed		8	8
Sentinel Outlet	7	16	23
Shower Head & Hose C&C	1	3	4
TMV's	1	1	2
<input type="checkbox"/> 2.Moderate	1	11	12
Calorifier		4	4
Expansion Vessel		1	1
Taps & Outlets	1	2	3
TMV's		4	4
<input type="checkbox"/> 3.Continue to Monitor	7	18	25
Calorifier		7	7
Representative Outlet	2	1	3
Sentinel Outlet	5	10	15
Grand Total	36	115	151

- 3.44 The outstanding remedial actions for our 51 sites, include a number of locations which consist of communal plant rooms, kitchens, laundry, shower, toilet, cleaner and outside tap facilities. The Gas Team have completed 24% of all remedial actions and 76% of all other outstanding High, Moderate and Continue to Monitor 'Risks' are scheduled and work in progress is planned to be completed by the end of June 2025. The highest risk items have been prioritised and consist of removing unused water services, regular sampling by our Contractor, removal of unused pipework, improvements to flow pressures and operating tap temperatures, clean and descales and replacement of faulty parts.
- 3.45 The risk assessments identified several high-risk sites that suffer from low water movement or no use. The Gas team, as part of their weekly monitoring, have investigated the use of these areas and are currently removing 34 redundant sites to eliminate any potential health issues or concerns which will reduce our sites to only 17 going forward.
- 3.46 Currently the 34 sites are scheduled for the strip out and removal of all unused water services by the end of May 2025. The other remaining 17 site facilities are being evaluated by Housing and Tenancy to reduce the risk of low water movement and best use of each location, including the upgrade of a number of sites to provide cleaning facilities for the new caretaking service.

3.47 BS05: Lift safety checks

3.48 Responsibilities for the inspection and maintenance of Lifts are covered by the Lifting Operations and Lifting Equipment Regulations 1998 (LOLER), and the Provision and Use of Work Equipment Regulations 1998 (PUWER). These regulations require that any equipment, including lifts, provided for tenants must be safe for use, properly maintained, and suitable for the environment. These works were part of the responsibilities previously undertaken by the Property Services and have since transferred to Housing for operational compliance.

3.49 The RSH set out **BS05 – Lift Safety Checks** - Proportion of homes for which all required communal passenger lift safety checks have been carried out. The Council's Insurer completes the necessary checks on these lifts and reports any issues that need remedial works. The lifts are generally 30+ years old and therefore have been added to the Capital Investment Programme for replacement. Works are currently ongoing to replace the lift at Auxerre House.

3.50 Performance 100%

3.51 Electrical

3.52 Under the British Standard, BS 7671, Requirements for Electrical Installations (also known as the IET Wiring Regulations) Redditch Borough Council (RBC) are required to undertake regular assessments, Electrical Inspection Condition Report (EICR), by a competent person.

3.53 The RSH does not currently include a TSM for electrical works.

3.54 The EICR programme is designed to undertake a test based on a five year cycle.

3.55 Performance: 90.5%

3.56 To further enhance our opportunities for access the Council have developed, in conjunction with our in house and external Legal Teams, a similar 'warrant' type approach that is utilised by the Gas Team to provide entry to fulfil our compliance responsibilities.

3.57 Housing Property Services have identified issues with approximately 200 property records from 2020/21, whilst the data includes a date of testing and a certificate number, these certificates cannot be sourced, as such, these have been issued to a contractor to remedy by testing. As part of the Council's assurance regarding our records, it has asked

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Internal Audit to include Electrical works in Housing Property Services within their Audit programme for 2025/6.

3.58 Remedial actions for EICR reporting are defined by a C rating as below:

- C1 immediately dangerous,

RBC do not allow its contractors to leave a C1 departure at time of test.

- C2 Potentially dangerous, safe at time of test, but could become unsafe should 1 protective measure fail.

RBC wait for the report to be returned and raise these as new works orders with a priority 3 target.

- C3 Improvement recommended, these do not comply with current regulations however don't pose a safety risk. These could be used to target a capital program.

3.59 The breakdown of outstanding remedial works is in the table below.

Table 5: Electrical Remedial Actions

< 3 Month		3-6 Months		6-12 Months		12+ Months	
Total	12	Total	13	Total	15	Total	18

3.60 Remedial actions are always in flux, but the time periods will be indicative of differing issues.

- < 3 months- will include new jobs, this number will always show the healthy turn around in works orders.

- 3-6 Months- will be indicative of jobs that have fulfilled the no access process and will have two no access calls attended and evidenced. These have been referred for tenancy support.

- 6-12 Months- These are a mixture of repairs at no access stage and reports the Electrical Team in Housing Property Services didn't receive on time therefore affecting our figures. Housing Property Services have been contract managing our partner contractors against the KPIs culminating in termination of the contract for one of our two contractors for this workflow.

- >12 Months, these mainly consist of vulnerable residents with very complex needs. Housing Property Services have worked with our third-

party solicitor to review our procedures and have mapped in Civica CX (Housing ICT System) a 'cases and tasks' workflow which is partially built and due to be tested and should allow us an auditable referral route for tenancy issues that is compliant with our no access process. This process can ultimately result in an access injunction, although instigates support in the first instance.

- 3.61 Properties with limited access to electrical points, e.g. hoarders, have long posed a risk for housing providers. These cannot be effectively tested due to limited access to points resulting in an unsatisfactory test result being recorded against such properties. Additionally, these properties can present extra fire risk due to cluttered escape routes and high density of combustible materials.
- 3.62 While Housing Property Services work with Housing Management as a supportive partner, RBC have instigated phased shutdowns where temporary points have been installed in accessible locations and disconnect inaccessible points.
- 3.63 To mitigate risks, Housing Property Services also install additional smoke detection as required and place these properties on a "High Risk" register which instigates an annual EICR reporting program. Annual testing in line with BS7671 wiring regulations risk assessment-based intervals, gives us a greater presence and quicker response should an issue arise. Whilst a resident will be being supported by Housing Management and can contact us anytime should they need to scale up an installation, annual testing also allows us to identify this and mitigate the risk of residents having unnecessary partial shutdown. A supply to critical systems such as cooking, chilling food, lighting etc is always allowed for.
- 3.64 Housing Property Services have initiated this for 2 residents currently, but have raised works orders for a further 15 in conjunction with Tenancy audits.
- 3.65 A programme is in place for EICR to Communal Areas to ensure communal areas all have a current certificate within the 5-year cycle.
- 3.66 **Performance: 100%**
- 3.67 Smoke and Carbon Monoxide Alarms
- 3.68 The Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022 requires landlords to provide smoke alarms to be fitted to each storey of premises used as living accommodation, similarly, where a room contains a solid fuel burning combustion appliance, then a carbon monoxide alarm is to be fitted. Work is ongoing to complete these

works to all outstanding properties, with completion anticipated by the end of the financial year, and forms an integral part of the properties where no access is provided.

3.69 **Smoke Alarms – Performance: 97.36**

3.70 **Carbon Monoxide Detectors – Current Performance: 98.33%**

3.71 **Complaints**

3.72 Details of performance related to complaints is set out within a separate report under this agenda.

3.73 **CH01.1: Complaints relative to the size of the landlord (Stage 1)**

3.74 Performance: 22.37 Stage 1 Complaints per 1,000 homes

3.75 **CH01.2: Complaints relative to the size of the landlord (Stage 2)**

3.76 Performance: 3.79 Stage 2 Complaints per 1,000 homes

3.77 **CH02.1: Complaints responded to within Complaint Handling Code timescales (Stage 1)**

3.78 Performance: 62% Stage 1 responses responded within the Housing Ombudsman's Complaint Handling Code timescale

3.79 **CH02.2: Complaints responded to within Complaint Handling Code timescales (Stage 2)**

3.80 Performance: 80% Stage 2 responses responded to within the Housing Ombudsman's Complaint Handling Code timescale

3.81 **Anti-Social Behaviour (ASB)**

3.82 The service since the restructuring in 2021 have developed a dynamic, functional and accessible ASB service for our customers, creating strong partnerships including the local Police. The service has undertaken many significant and highly complex enforcement actions including Civil Injunctions, Closure Orders and Discretionary and Mandatory Possession Orders against tenancy breaches.

3.83 **NM01.1: Anti-social behaviour cases relative to the size of the landlord**

3.84 Performance: 22.8 cases per 1,000 homes

3.85 NM01.2: Anti-social behaviour cases (involving Hate Crime) relative to the size of the landlord

3.86 Performance: 0.0 cases per 1,000 Homes

3.87 Benchmarking

3.88 The RSH, in November 2024, collated all social housing providers data from their responses to the TSMs covering both tenant perception survey results, as well as the measures covering the Landlord Measures. The table below sets out our performance for 24/5 when compared to the median results. There are improvements required across most areas, and these form part of the Housing Interim Improvement Plan included in this report and will be further updated in a report to Executive Committee following receipt of the RSH Inspection Report, in September.

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<i>TSM – Landlord Measures – RBC & Median (23/24)</i>	RBC – 24/25	Median
RP01: Homes that do not meet the Decent Homes Standard	4.19%	0.5%
RP02.1: Repairs completed within target timescale – Proportion of non-emergency responsive repairs completed within the landlord's target timescale	65.7%	81.3%
RP02.2: Repairs completed within target timescale – Proportion of emergency responsive repairs completed within the landlord's target timescale	77.9%	95.3%
BS01: Gas safety checks	100%	99.9%
BS02: Fire safety checks	100%	100.0%
BS03: Asbestos safety checks	100%	100.0%
BS04: Water safety checks	100%	100.0%
BS05: Lift safety checks	100%	100.0%
CH01.1: Complaints relative to the size of the landlord (Stage 1)	22.37 per 1,000 homes	42.5
CH01.2: Complaints relative to the size of the landlord (Stage 2)	3.79 per 1,000 homes	5.7
CH02.1: Complaints responded to within Complaint Handling Code timescales (Stage 1)	62%	82.3%
CH02.2: Complaints responded to within Complaint Handling Code timescales (Stage 2)	80%	83.6%
NM01.1: Anti-social behaviour cases relative to the size of the landlord	22.8 per 1,000 homes	35.5
NM01.2: Anti-social behaviour cases (involving Hate Crime) relative to the size of the landlord	0.0 per 1,000 homes	0.6

4. FINANCIAL IMPLICATIONS

- 4.1 All work undertaken through the delivery of services highlighted in this report are budgeted through the Capital and Revenue, Housing Revenue Account. As part of the development of an improvement plan where additional budgets are required to improve compliance and performance, these will be included in a separate report.

5. LEGAL IMPLICATIONS

- 5.1 The report sets out the requirements of legislation which the Council is required by law to adhere to.
- 5.2 Compliance is required with section 193 of the Housing and Regeneration Act 2008 as amended by the Social Housing (Regulation) Act 2023.
- 5.3 Inspections are carried out under section 201 to section 203A of the Housing and Regeneration Act 2008.

6. OTHER - IMPLICATIONS

Relevant Council Priority

- 6.1 This report supports the current Council Plan by providing Housing that is improved through the Housing Capital Investment Programme.

Climate Change Implications

- 6.2 The responsive, cyclical and planned maintenance of our properties seeks to ensure our Council Housing properties are well maintained, warm and safe. Included within our programme of works are projects to increase the thermal efficiency of properties.

Equalities and Diversity Implications

- 6.3 Through the delivery of Housing Services, the Council identify the needs of individuals and households in order to tailor services appropriately.

7. RISK MANAGEMENT

- 7.1 The key risk is failure to ensure our properties are well maintained, safe and compliant in accordance with the relevant regulations highlighted through this report. Work is ongoing to ensure compliance and will be further evidenced through the Housing Improvement Plan.

8. APPENDICES and BACKGROUND PAPERS

- 1 – Housing Interim Improvement Plan

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Appendix 1 – Housing Interim Improvement Plan

<u>Consumer Standard</u>	Action	Lead Officer	Target Date
<u>Safety & Quality</u>			
<i>Stock Quality</i>	Develop a 5 year rolling programme to ensure Stock Condition Surveys are undertaken to all Housing Stock	Simon Parry	Sep-25
<i>Decency</i>	Ensure the Housing Capital Programme reflects the volume and scope of works to meet the Decent Homes standard across all Housing stock	Simon Parry	Jan-26
	Undertake a review of the Housing Asset Management Strategy and the Housing Capital Programme developed for 2023-2027 in line with stock condition information	Simon Parry	Jan-26
<i>Health and Safety</i>			
	Finalise a plan for the completion for all outstanding remedial actions for Fire, EICR, and Legionella in appropriate timescales	Simon Parry	Sep 25
	Utilise the feedback from the TSM Tenant Perception Survey to improve on the results from the 24/5 survey on 'Feeling Safe'	Simon Parry	Jun-26
	Mobilise a fire door inspection programme	Simon Parry	Sep-25
	Undertake an independent review of the mitigation in place and the delivery programme for fire safety	Simon Parry	Dec-25
<i>Repairs, Maintenance and Planned Improvements</i>	Implement Total Mobile for Repairs and Maintenance	Simon Parry	Sep-25
	Communicate to customers the priority codes and Repairs Policy together with performance against these	Simon Parry	Jul-25
	Develop a working group with tenants to seek further feedback on improvements required to deliver a more effective Repairs service	Simon Parry	Dec-25

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Appendix 1 – Housing Interim Improvement Plan

	Use Repairs Performance Data to identify trends and root causes for improvements to be made and regularly monitor and manage performance	Simon Parry	Nov-25
	Mobilise the Caretaker Service to undertake regular cleaning, testing and inspection of Communal Areas	Simon Parry	Aug-25
<u>Neighbourhood and Community</u>			
ASB and Hate Incidents	Review data recording of Hate Incidents	Judith Willis	Sep-25
	Establish a procedure to keeps tenants informed of the progress of their ASB cases	Judith Willis	Sep-25
	Provide ASB performance data via the Quarterly Performance Reports to Executive Committee and to tenants via the website and annual report,	Judith Willis	Jul-25
<u>Transparency, Influence and accountability</u>			
Fairness and Respect	Ensure a programme of staff training is delivered to ensure tenants are treated with fairness and respect	Judith Willis/Simon Parry	Mar-26
	Develop a programme for embedding the Council's corporate culture work programme within Housing Services	Judith Willis/Simon Parry	Mar-26

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	Ensure that tenant profile data is collected more widely across all customers so that services can be more reflective of tenants needs, including establishing an 'Every Contact Counts' philosophy.	Judith Willis/Simon Parry	Jul-25
Diverse Needs	Develop and Implement the Customer Profile Action Plan, with milestones established	Judith Willis/Simon Parry	Jan-27
Engagement with tenants	Review the range of opportunities available for tenants to influence and scrutinise strategies, policies and services and implement improvements identified in accordance with best practice	Judith Willis/Simon Parry	Sep-25
	Continue work with TPAS to develop a robust tenant engagement offer with a future report to Executive Committee setting out key actions and required resources.	Judith Willis/Simon Parry	Nov-26
Information about landlord service	Develop and publish the Annual Housing Report for 24/5	Judith Willis/Simon Parry	Jul-25
	Implement a Tenants Portal within Cx	Judith Willis/Simon Parry	Jun-26
	Establish a communications strategy to regularly update tenants on services and performance	Judith Willis	Jan-26
Performance Information	Housing Performance Dashboard completed and performance reports provided to Executive and tenants.	Judith Willis/Simon Parry	Jan-26
Complaints	Recruit to two new posts of Complaints and Quality Officer	Judith Willis	Nov-25
	Undertake further engagement with tenants and learn from our peers how they have sought to improve complaint handling satisfaction	Judith Willis	Jan-26

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Appendix 1 – Housing Interim Improvement Plan

9. REPORT SIGN OFF

Department	Name and Job Title	Date
Portfolio Holder	Councillor Hartnett	18/5/25
Lead Director / Assistant Director	Guy Revans	17/5/25
Financial Services	Debra Goodall	16/5/25
Legal Services	Nicola Cummings, Principal Solicitor - Governance	20/05/25
Policy Team (if equalities implications apply)	Rebecca Green	16/5/25
Climate Change Team (if climate change implications apply)	Matthew Eccles	19/5/25