

REDDITCH BOROUGH COUNCIL

Executive Committee

2nd September 2025

Quarter 1 2025/6 Housing Consumer Standards

Relevant Portfolio Holder	Councillor Bill Hartnett
Portfolio Holder Consulted	Yes
Relevant Assistant Director	Simon Parry and Judith Willis
Report Author	Job Title: Assistant Director of Environmental and Housing Property Services and Assistant Director of Community and Housing Services Contact email: simon.parry@bromsgroveandredditch.gov.uk, Judith.willis@bromsgroveandredditch.gov.uk Contact Tel:
Wards Affected	ALL
Ward Councillor(s) consulted	N/A
Relevant Council Priority	Community and 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 2025/26 performance against the Tenant Satisfaction Measures (Landlord) are noted.**

2. BACKGROUND

- 2.1 The Regulator for Social Housing (RSH) has established the 'Tenant Satisfaction Measures' (TSM) which places 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. The TSM 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

- 2.2 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.)
- 2.3 This report provides an update on the current position regarding all 10 of the landlord measures across Housing, together with other

supplementary measures critical for service delivery in meeting the outcomes from the RSH. This includes services provided by both Housing Property Services and Housing Services through the management and maintenance of Redditch Borough Council (RBC) Housing Stock.

- 2.4 RSH in April 2024 also published four Consumer Standards: Safety and Quality, Transparency, Influence and Accountability, and Neighbourhood and Community and Tenancy.
- 2.5 The Safety and Quality Consumer Standard sets out, under 1.3 Health and Safety, that Redditch Borough Council ‘must take all reasonable steps to ensure the health and safety of tenants in their homes and associated communal areas’. To achieve this, the Council must identify and meet all requirements, and all required actions are carried out in appropriate timescales and that in the design and delivery of landlord services the Council takes reasonable steps to mitigate any identified risks to tenants.
- 2.6 The Neighbourhood and Community Standard sets out under 1.3.1 that RBC must ‘work in partnership with appropriate local authority departments, the police and other relevant organisations to deter and tackle anti-social behaviour (ASB) and hate incidents in the neighbourhoods where they provide social housing.’ Performance against this is included within the report.
- 2.7 The Transparency, Influence and Accountability Standard sets out under 1.6.1 that RBC ‘must ensure complaints are addressed fairly, effectively, and promptly.’ Performance against this is included within the report.
- 2.8 The 10 measures, some of which have subcategories, are as follows

RP – Keeping Properties in good repair

- | | |
|--------|---|
| RP01 | Proportion of homes that do not meet the Decent Homes Standard |
| RP02.1 | Proportion of non-emergency responsive repairs completed within the landlord’s target timescale |
| RP02.2 | Proportion of emergency responsive repairs completed within the landlord’s target timescale |

BS – Maintaining Building Safety

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BS01	Proportion of homes for which all required gas safety checks have been carried out
BS02	Proportion of homes for which all required fire risk assessments have been carried out
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out
BS04	Proportion of homes for which all required legionella checks have been carried out
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out

CH – Effective Handling of Complaints

CH01.1	Number of stage 1 complaints received (per 1,000 homes)
CH01.2	Number of stage 2 complaints received (per 1,000 homes)
CH02.1	Proportion of stage 1 complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales
CH02.2	Proportion of stage 1 complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales

NM – Responsible Neighbourhood Management

NM01.1	Number of anti-social behaviour cases opened (per 1,000 homes)
NM01.2	Number of anti-social behaviour cases that involve hate incidents opened (per 1,000 homes)

- 2.9 There are presently no TSMs for Electrical Installation checks including domestic, communal, smoke alarms and carbon monoxide detectors. However, these are included in the report as part of our compliance responsibilities to ensure properties are safe.

EI01	Proportion of homes for which all electrical checks have been carried out (5-year period)
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- | | |
|------|---|
| EI02 | Proportion of homes for which all required communal electrical checks have been carried out (5-year period) |
| EI03 | Proportion of homes for which smoke alarms have been fitted |
| EI04 | Proportion of Homes for which carbon monoxide detectors have been fitted |

2.10 Following the tragic death of Awaab Ishak who died due to prolonged exposure to damp and mould the Government have introduced Awaab's Law which aims to ensure timely, professional and empathetic responses to housing hazards The first phase of this commences in October 2025 in tackling damp and mould hazards. The new law places responsibilities on Housing landlords including

- Investigate potential hazards within **10 working days**
- Provide a written summary of findings within **3 working days** after investigation
- If a significant risk is found
 - Make the property safe within **5 working days**
 - Complete full repairs within **12 weeks**
- In emergencies, act within **24 hours**
- If the property can't be made safe in time, offer alternative accommodation at the landlord's expense.

2.11 Performance against these measures will be included in the next quarterly report.

Operational Issues

3.1 The following sets out the performance for quarter 1 of 2025/26 with commentary where performance has not met target or where updates on progress are being made.

3.2 RP – Keeping Properties in good repair - see Appendix 1 for measures table

RP01: Homes that do not meet the Decent Homes Standard

- 3.3 There has been a small improvement in non-decency levels with work programmes ongoing to ensure that properties are made decent. Most 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.

Stock Condition Data

- 3.4 To ensure the Council can report against this robustly, Housing Property Services have a programme of Stock Condition Surveys to our properties which are undertaken by an external consultant on an annual basis. Through 2025/26 the target is to complete 1,340 surveys; to update the Council's data, these surveys are scheduled to start at the end of August 2025. 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 the Executive Committee in February 2023. The Council completed surveys for a further circa 20% of our housing stock in the last financial year. However, best practice advises that data is only used for a 5-year period, therefore a programme, to complete all the authority's stock over the next 3 financial years including this, has been established.
- 3.5 Currently, therefore the percentage of properties with a Stock Condition Survey undertaken in the last 5 years is 19.71%.

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

- 3.6 In conjunction with the Business Improvement Team, the Repairs Team have been building Power Bi reports since January 2025, 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.

RPO2.1 covers all Priority 2 & 3 repairs

Priority 2	Urgent	5 working days
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Priority 3	Routine	20 working days
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RP02.2 covers all Priority 1 repairs

Priority 1 Emergency 24 hrs

- 3.7 Emergency repairs are those that need to be carried out to avoid serious danger to the health and safety of the occupants or where a failure to carry out the repair could cause extensive damage to buildings and property.

- 3.8 The following table sets out monthly performance against each priority: code.

Priority	April 2025	May 2025	June 2025	Q1
1	83.5%	80.2%	86.9%	83.4%
2	80.1%	74.1%	88.7%	81.1%
3	60.3%	64.8%	79.8%	67.8%

- 3.9 Work is ongoing with the Business Support and Business Improvement Teams to close jobs following completion, using the correct process, to review previously raised repair jobs prior to raising duplicate jobs, as duplicates have been identified as a key area for the number of open/overdue jobs. Further analysis is being undertaken and measures put in place. For example, fencing is an area under Priority 3, where there is a backlog, a new contractor has been tendered to support the inhouse teams to improve timescales.

- 3.10 **BS- Maintaining Building Safety (see Appendix 1 for the measures table)**

BS01: Gas safety checks

- 3.11 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 on Council Houses and to maintain the associated paperwork.
- 3.12 All current gas safety checks are in place for both the Council's domestic boilers and 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.
- 3.13 There are 204 properties that have their gas supply capped. These properties comprise of current voids and customers who do not want or can't afford gas. There are 156 properties that have been capped greater than 3 months and these are identified and shared with the Neighbourhood and Tenancy team to provide opportunity for tenancy visits to ensure there is support for the household.

BS02: Fire safety checks

- 3.14 The key statutory requirement is the Regulatory Reform (Fire Safety) Order 2005 (RRO) which requires 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.
- 3.15 There is a rolling programme of inspection for the Fire Risk Assessments (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.
- 3.16 Through the FRAs that were undertaken significant numbers of remedial actions were identified. To tackle these, programmes of interventions including fire compartmentation works, 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 e.g. Ibstock House, Malvern House, Harry Taylor House etc., with these all complete. Beyond these property types the programme has then covered the Council's 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.
- 3.17 The outstanding remedial works from the FRAs are included in the table below.

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Table 3: Fire Remedial Actions

	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

- 3.18 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 many 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 £1.5 million. In the interim, to mitigate the risks identified, Housing Property Services are developing a programme of fire door inspections which it is anticipated will be in place by September 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.’

- 3.19 Whilst all 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 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, 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 tenants in the event of a fire.

- 3.20 Within the Housing Improvement Plan, under a separate agenda item on this agenda, there is a key action to 'Finalise a plan for the completion for all outstanding remedial actions for Fire, EICR, and Legionella in appropriate timescales'. The plan will include options for the timescales in which these items are completed and the associated budgetary implications.

BS03: Asbestos safety checks

- 3.21 The key statutory requirement is the Control of Asbestos Regulations 2012 (CAR2012) which requires 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.
- 3.22 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 ACM were left, an annual reinspection regime has been put in place to ensure there has been no deterioration and therefore identified intervention to control the risk.
- 3.23 Through the Council's regular meetings with the authority's specialist contractor, it was identified that there was a delay in 6 blocks receiving their annual reinspection which has led to the underperformance reported above. These sites have all now been re-inspected.

BS04: Water safety checks

- 3.24 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.
- 3.25 The RSH set out **BS04 – Water Safety Checks** - Proportion of homes for which all required legionella risk assessments have been carried out.
- 3.26 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 the Council's contractor to monitor water temperature, and the authority's in-house Gas Team carry out a weekly flush of the systems. Work is ongoing to clear all outstanding remedial actions.
- 3.27 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 have removed 34 redundant sites to eliminate any potential health issues or concerns which will reduce our sites to only 17 going forward.
- 3.28 The work to clear sites and outstanding remedial actions has seen significant improvement in through quarter 1 and it was anticipated that all outstanding would have been closed by the end of August 2025.

BS05: Lift safety checks

- 3.29 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.
- 3.30 The Council's insurer completes the necessary checks on these lifts and reports any issues that need remedial works. The underperformance in this quarter was due to issues at the point of entry for the authority's insurer to undertake their checks. These have now been remedied however works have fallen outside the period of reporting. The lifts are generally 30 years or older and therefore have been added to the Capital Investment Programme for replacement. Works are currently ongoing to replace the lift at Auxerre House and plans are being finalised for the replacement of the lift at Ibstock House.

- 3.31 Within Quarter 1 the Council's insurer experienced difficulties accessing one of the lifts for inspection. This has now been remedied and the inspection undertaken however, as it was not completed in the required timescales this has impacted on performance in the short term.

Electrical

- 3.32 Under the British Standard, BS 7671, Requirements for Electrical Installations (also known as the IET Wiring Regulations) RBC are required to undertake regular assessments, Electrical Inspection Condition Report (EICR), by a competent person.
- 3.33 The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020 are being amended to include social rented housing. As such it will become a legal responsibility, rather than best practice previously, to ensure from 1st November 2025, that new tenancies have a compliant EICR and from 1st May 2026 that all existing tenancies, granted before 1st December 2025, are also compliant.
- 3.34 To enhance the Council's opportunities for access, the Council have developed, in conjunction with the authorities in house and external Legal Teams, a similar 'warrant' type approach that is utilised by the Gas Team to provide entry to fulfil compliance responsibilities. Officers have requested that Internal Audit include electrical works in Housing Property Services within their Audit programme for 2025/26.
- 3.35 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 programme. The Council does not currently report on these however, work is ongoing to review a potential software solution to identify trends and issues across C3 departures.
- 3.36 The breakdown of outstanding remedial works is in the table below.

Table 5: C2 - Electrical Remedial Actions

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< 3 Month		3-6 Months		6-12 Months		12+ Months	
Total	10	Total	2	Total	15	Total	20

- 3.37 This represents a reduction of 12 Remedial actions. These 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 the Council's figures. Housing Property Services have been contract managing partner contractors against Key Performance Indicators (KPIs) culminating in termination of the contract for one of our two contactors for this workstream.

>12 Months, these mainly consist of vulnerable residents with very complex needs. Housing Property Services have worked with the Council's third-party solicitor to review 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 for an auditable referral route for tenancy issues that is compliant with the Council's no access process. This process can ultimately result in an access injunction, although instigates support in the first instance.

- 3.38 A programme is in place for EICR to Communal Areas to ensure communal areas all have a current certificate within the 5-year cycle.

Smoke and Carbon Monoxide Alarms

- 3.39 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 66 properties non-compliant for smoke alarms and 61 properties non-compliant for carbon monoxide detectors.

Complaints – (see Appendix 1 for the measures table)

- 3.40 23 complaints were received across April (5), May (10), and June (8) 2025. Of these, 9 complaints were upheld (39%), 1 was partially upheld (4%), and 13 were not upheld (57%).
- 3.41 April was an unusually quiet month, with no complaints upheld, indicating effective resolution and timely responses. In May, a normal volume of complaints was received, though still lower than the previous year. While 3 Repairs and Maintenance (R&M) complaints were upheld, including issues like repeated cancellations, misdiagnosed roof leaks, and a severe damp issue, these indicated areas for further training and process improvement. June saw a slight increase in complaints, with 3 fully upheld and 1 partially upheld. Notably, Capital services faced complaints related to communication breakdowns and R&M relating to delayed repairs.
- 3.42 Despite the upheld complaints, the quarter also saw a significant number of compliments – 54 in total. These compliments highlight the ongoing improvements in customer satisfaction.

Anti-Social Behaviour (ASB) – (see Appendix 1 for measures table)

- 3.43 The service since the restructuring in 2021 have developed a dynamic, functional and accessible ASB service for customers, creating strong partnerships including with 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.
- 3.44 The whole ASB service is committed to utilising the full range of tools and powers at its disposal. The Council works with partner agencies wherever possible to deal robustly and proportionately with all forms of nuisance and ASB that have a direct impact upon the sustainability of tenancies and communities and to ensure that residents of all tenures can enjoy peace, quiet and security in and around their homes, whilst remaining tolerant of the reasonable behaviour of others.
- 3.45 Each complaint of ASB is handled in accordance with the ASB Policy and relevant procedures, ensuring that risk and vulnerability is continuously and dynamically assessed throughout the management of the case. Where enforcement action becomes necessary, this will always follow a consistent and proportionate process of escalation, with all parties to the case treated with dignity and respect and with due regard to the Equality Act.
- 3.46 Between 1st April 2025 and 30th June 2025, 72 new ASB cases were started, 39 ASB cases were closed and currently the team is managing 96 live ASB cases.

- 3.47 The cases are broad ranging covering incidents against the person and against the community, such as damage to communal areas, dog fouling etc. Noise nuisance complaints are also reported frequently to the team.
- 3.48 Following some backlogs in the judicial system earlier in the year, the Council has had a good number of cases getting to court. These cases are mainly for civil injunctions, to curb ASB from tenants by restricting how they can behave in their home, toward their neighbours and towards RBC staff. That said, the Council has also taken some cases to gain back possession of homes when ASB has been perpetrated or when tenants have abandoned their homes.
- 3.49 ASB continues to create the highest level of work within the team.
- 3.50 The team continue to attend all appropriate meetings with partner agencies to prevent and enforce ASB cases, including the Police, Mental Services, Social Services etc.

4. FINANCIAL IMPLICATIONS

- 4.1 All work undertaken through the delivery of services highlighted in this report are budgeted through the Capital Programme and the 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

Local Government Reorganisation

- 6.1 No direct implications for Local Government Reorganisation have been identified in this report.

Relevant Council Priority

- 6.1 This report supports the current Council Plan and, in particular, the following Council priority:

Community and Housing

- Providing Council Housing that is improved and upgraded through the Housing Capital Investment Programme
- Ensuring the housing stock is clean and safe to live in
- Improve time taken for repairs to be completed
- Maximising funding available to the sector

Climate Change Implications

- 6.2 The responsive, cyclical and planned maintenance of the Council's properties seeks to ensure that Council Housing properties are well maintained, warm and safe. Included within the 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 to tailor services appropriately.

7. RISK MANAGEMENT

- 7.1 The key risk is failure to ensure 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

Appendix 1 – Measures Table

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9. REPORT SIGN OFF

Department	Name and Job Title	Date
Portfolio Holder	Councillor Hartnett	
Lead Director / Assistant Director	Guy Revans	4/8/25
Financial Services	Debra Goodall	
Legal Services	Nicola Cummings, Principal Solicitor - Governance	30/07/25
Policy Team (if equalities implications apply)	Rebecca Green	N/A
Climate Change Team (if climate change implications apply)	Matthew Eccles	N/A

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Appendix 1 – Measures Table

Keeping Properties in good repair

	Measure Name	Type	Q4 24/5	Q1 25/6	Q2 25/6	Q3 25/6	Q4 25/6	Target	Trend
RP01	Homes that do not meet the Decent Homes Standard	%	4.17%	4.15%				0.00%	Amber
RP02.1	Repairs completed within Target Timescale (Non-Emergency)	%	71.95%	77.88%				100%	Amber
RP02.2	Repairs completed within Target timescale – (Emergency)	%	83.6%	83.6%				100%	Amber

– BS - Maintaining Building Safety

	Measure Name	Type	Q4 24/5	Q1 25/6	Q2 25/6	Q3 25/6	Q4 25/6	Target	Trend
BS01	Gas Safety Checks	%	100%	100%				100%	Green
BS02	Fire Safety Checks	%	100%	100%				100%	Green
BS03	Asbestos Safety checks	%	100%	99.50%				100%	Red

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BS04	Water Safety checks	%	100%	100%				100%	Green
BS05	Lift Safety Checks	%	100%	87.00%				100%	Red
EI01	Electrical Test of Properties	%	90.50%	94.89%				100%	Amber
EI02	Electrical Test of Communal Areas	%	100%	100%				100%	Green
EI03	Smoke Alarms	%	97.36%	98.80%				100%	Amber
EI04	Carbon Monoxide Alarms	%	98.33%	98.89%				100%	Amber

Complaints

	Measure Name	Type	Q4 24/5	Q1 25/6	Q2 25/6	Q3 25/6	Q4 25/6	Target	Trend
CH01.1	Complaints relative to the size of the landlord (Stage 1)	# per 1,000 homes	4.51	3.07				Less than 10	Green
CH01.2	Complaints relative to the size of the landlord (Stage 2)	# per 1,000 homes	0.72	0.90				Less than 3	Green
CH02.1	Complaints responded to within Complaint Handling Code timescales (Stage 1)	%	62%	93%				85%	Green

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CH02.2	Complaints responded to within Complaint Handling Code timescales (Stage 2)	%	80%	100%				85%	Green
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Anti-Social Behaviour (ASB)

	Measure Name	Type	Q4 24/5	Q1 25/6	Q2 25/6	Q3 25/6	Q4 25/6	Target	Trend
NM01.1	Anti-social behaviour cases relative to the size of the landlord	# per 1,000 homes	22.8	27.1*				35.5**	Amber
NM01.2	Anti-social behaviour cases (involving Hate Crime) relative to the size of the landlord	# per 1,000 homes	0	0				0.6**	Green

*Current data is below the national mean which is potentially due to under reporting. Therefore, it is anticipated that the Council's measurement will increase this year.

**This represents the median level reported for 2023/24 across this TSM for all social housing providers