

REDDITCH BOROUGH COUNCIL

Executive Committee

25th November 2025

Quarter 2 Housing Performance

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
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 is asked to RESOLVE that: -

- 1) The Council's Quarter 2 Housing Performance for 2025/26 in respect of 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 they are 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) and those that are measured by tenant perception surveys (12).

- 2.3 This report provides an update on the current position regarding all 10 of the landlord measures across Housing Services, 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's housing stock.

Operational Issues

- 3.1 The following sets out the performance for quarter 2 of 2025/26 with commentary where performance has not been on target or where updates on progress are being made. Appendix 1 summarises the performance data.

3.2 RP – Keeping Properties in good repair

RP01: Homes that do not meet the Decent Homes Standard

- 3.3 Following a review of the asset management database the Council has identified that previous reporting was inaccurate. During this period, the Council has been working with the software provider to get the assurance that future reporting will be accurate. In the interim, this has led to the sharp increase in non-decency, i.e. those properties that do not meet the Decent Homes Standard, at 11.90%. The properties and reasons for failure are being analysed to understand if the elements, such as boilers, kitchens and bathrooms, are part of existing programmes or whether these properties need to be accelerated.

Stock Condition Data

- 3.4 Stock condition surveys commenced in August 2025 with a target in 2025/26 to complete 1,340 surveys. In Quarter 2, 121 surveys have been completed with additional resources allocated to target 100 surveys per week over the remainder of the fiscal year. At Quarter 2 therefore, the proportion of stock condition surveys completed within a 5-year period is **20.68%**.

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

- 3.5 **RPO2.1** covers all Priority 2 (Urgent 5 working days) and Priority 3 (Routine 20 working days)
- 3.6 **RP02.2** covers all Priority 1 repairs (Emergency 24 Hours).
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.
- 3.7 Analysis has been undertaken and identified that Quarter 1 reporting from PowerBi was inaccurate as it included non-responsive repairs data e.g. planned repairs. The revised figures have been included in the appendix accordingly. Through the analysis of performance for Priority 3 jobs, additional capacity has been added for fencing via a contractor and a tender for additional capacity for roofing works is also in progress to support the inhouse teams to improve timescales.

BS- Maintaining Building Safety

BS01: Gas safety checks

- 3.8 The key statutory requirement is that the Council adhere to the Gas Safety (Installation and Use) Regulations 1998 as amended. It is a legal requirement for the Council to perform a gas safety check every twelve months on each Council house and to maintain the associated paperwork.
- 3.9 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.
- 3.10 There are 204 properties that have their gas supply capped. These properties comprise of current voids and customers who do not want or cannot afford gas. There are 142 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

- 3.11 The key statutory requirement is the Regulatory Reform (Fire Safety) Order 2005 (RRO) which requires the Council 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.

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- 3.12 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.
- 3.13 Through August and September 2025, the Council's consultant has experienced resource issues which are now being resolved to bring the programme back on track. It is envisaged that this will be resolved by November 2025.
- 3.14 The outstanding remedial works from the FRAs are included in the table below.

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)	1	20	16
Overdue FRA remedial actions (3-6 months)	0	76	16
Overdue FRA remedial actions (6-12 months)	16	508	111
Overdue FRA remedial actions (12+ months).	678	989	148
Totals	695	1593	291

- 3.15 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 2025/26 for these works has

been agreed at £1.5 million and a proposal in budget setting for 2026/27 will be for an increase to £2.5m to accelerate the programme.

- 3.16 In the interim, to mitigate the risks identified, Housing Property Services has developed a programme of fire door inspections which commenced in September 2025 with results expected in December 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.’

- 3.17 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 the Council's regular maintenance and surveillance of communal areas the new caretaking service, now provides 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.

BS03: Asbestos safety checks

- 3.18 The key statutory requirement is the Control of Asbestos Regulations 2012 (CAR2012) which requires the Council 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 the workforce and contractors when working within Council properties.

- 3.19 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. This has since resulted in the removal of further asbestos thereby reducing the number of blocks required for reinspection.

BS04: Water safety checks

- 3.20 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.
- 3.21 The RSH set out **BS04 – Water Safety Checks** – Proportion of homes for which all required legionella risk assessments have been carried out.
- 3.22 Through the issuing of the Risk Assessments for each of the 51 communal sites, several actions have been identified. 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. Whilst over 90% of actions have been completed by the Council's Gas Team, we have required external contractors to complete the remaining actions, which are targeted for completion by November 2025 which is behind the original target.

BS05: Lift safety checks

- 3.23 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 Services for operational compliance.
- 3.24 The Council's insurer completes the necessary checks on these lifts and reports any issues that need remedial works. The insurer has been unable to access lifts this quarter and therefore key safes are being installed across all sites with the correct keys to allow access. The inspections will be carried out this quarter to ensure the safety of these lifts for users.

Electrical

- 3.25 Under the British Standard, BS 7671, Requirements for Electrical Installations (also known as the IET Wiring Regulations) the Council is required to undertake regular assessments, Electrical Inspection Condition Report (EICR), by a competent person.
- 3.26 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.
- 3.27 To enhance the Council's opportunities for access, the Council has developed, in conjunction with the Council's 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.
- 3.28 The Council has experienced resource issues through this quarter with the Electrical Compliance Manager leaving and have been unable to recruit into this position either on a permanent or temporary basis. This has led to a gap in collating electrical remedial actions through September. A review is currently being undertaken to establish the outstanding actions to issue these to the contractor to remedy.

Smoke and Carbon Monoxide Alarms

- 3.29 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. Housing Property Services are cross referencing these outstanding properties with other works such as access for gas servicing as well as co-ordinating information with Neighbourhood and Tenancy officers and tenancy audits to gain access.

Complaints and Compliments

- 3.30 30 complaints were received across July (13), August (10), and September (7), an increase on Quarter 1 (24) but in line with Quarter 4 of 2024. Of these, 67% were for Housing Property Services. Performance in time taken to respond to complaints during this quarter dropped, especially though August. The Council is currently recruiting

into a permanent Senior Complaints Officer post to provide better resilience during holiday periods and in general.

- 3.31 Despite the upheld complaints, the quarter also continued the trend of significant numbers of compliments with 113 received (Quarter 1 54) with 70% received from works carried out by the Capital Team, including new kitchens.

Anti-Social Behaviour (ASB)

- 3.32 The service has 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.
- 3.33 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.
- 3.34 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.
- 3.35 Between 1st July 2025 and 30th September 2025, 94 new ASB cases were started, 28 ASB cases were closed, and the team were managing 66 live ASB cases.
- 3.36 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.
- 3.37 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.

- 3.38 ASB continues to create the highest level of work within the team. The team continue to attend all appropriate meetings with partner agencies to prevent and enforce ASB cases, including the Police, Mental Health Services, Social Services and other relevant partners.

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 HRA. 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 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 is 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	18/10/25
Lead Director / Assistant Director	Guy Revans	27/10/25
Financial Services	Kunmi Joesph	21/10/25
Legal Services	Nicola Cummings, Principal Solicitor – Governance	21/10/25
Policy Team (if equalities implications apply)	N/A	
Climate Change Team (if climate change implications apply)	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	RAG Rating
RP01	Homes that do not meet the Decent Homes Standard	%	4.17%	4.15%	11.90%			0.00%	Red
RP02.1	Repairs completed within Target Timescale (Non-Emergency)	%	71.95%	77.88% 61.50%	80.80%			100%	Amber
RP02.2	Repairs completed within Target timescale – (Emergency)	%	83.6%	83.6% 84.10%	85.00%			100%	Amber

RP01 – Issues identified with Stock Condition Database that have been taken up with the software provider that has resulted in the increase in non-decency (3.4)

RP02.1 & RP02.2 Crossed through data was inaccurately recorded as identified in the report (3.7)

Maintaining Building Safety

	Measure Name	Type	Q4 24/5	Q1 25/6	Q2 25/6	Q3 25/6	Q4 25/6	Target	RAG Rating
BS01	Gas Safety Checks	%	100%	100%	100%			100%	Green
BS02	Fire Safety Checks	%	100%	100%	80%			100%	Red
BS03	Asbestos Safety checks	%	100%	99.50%	100%			100%	Green

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BS04	Water Safety checks	%	100%	100%	100%			100%	Green
BS05	Lift Safety Checks	%	100%	87.00%	54.84%			100%	Red
EI01	Electrical Test of Properties	%	90.50%	94.89%	95.17%			100%	Amber
EI02	Electrical Test of Communal Areas	%	100%	100%	100%			100%	Green
EI03	Smoke Alarms	%	97.36%	98.80%	98.91%			100%	Amber
EI04	Carbon Monoxide Alarms	%	98.33%	98.89%	98.94%			100%	Amber

BS02 – Consultant’s resource issues resulted in missed target dates for compliance – resources identified to correct this in Q3 (3.13)

Complaints

	Measure Name	Type	Q4 24/5	Q1 25/6	Q2 25/6	Q3 25/6	Q4 25/6	Target	RAG Rating
CH01.1	Complaints relative to the size of the landlord (Stage 1)	# per 1,000 homes	4.51	3.07	5.25			Less than 10	Green
CH01.2	Complaints relative to the size of the landlord (Stage 2)	# per 1,000 homes	0.72	0.90	1.27			Less than 3	Green
CH02.1	Complaints responded to within Complaint Handling Code timescales (Stage 1)	%	62%	93%	81.00%			85%	Amber

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CH02.2	Complaints responded to within Complaint Handling Code timescales (Stage 2)	%	80%	100%	72.00%			85%	Amber
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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*	30.4			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	1.1			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