

## **REDDITCH BOROUGH COUNCIL**

**Executive Committee**

**23<sup>rd</sup> February 2026**

### **Quarter 3 2025/6 Housing Performance**

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	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 3 2025/6 Housing Performance 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 3 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 the review of the asset management database identified last quarter, work has been ongoing to survey for example roofs that were identified, as well as carrying out the replacement of elements such as kitchens and bathrooms and upgrades to central heating systems. This has resulted in That previous reporting was inaccurate. The current non-decency percentage, i.e. those properties that do not meet the Decent Homes Standard, is **10.95%**. (Q2 11.90%)

**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 3 the proportion of stock condition surveys completed within the last 5-year period is **25.95%** (Q2 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 **RP02.1** 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 Work is ongoing to assess the shortfall in performance against the priority codes and to ensure that accurate and timely closure of jobs is completed on the system.

### **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 181 (Q2 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 152 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.
- 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.

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- 3.13 The delays experienced in delivering the programme of FRAs have been rectified in Quarter 3 and all blocks are now compliant with an in-date FRA.
- 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)	0	12	9
Overdue FRA remedial actions (3-6 months)	0	8	6
Overdue FRA remedial actions (6-12 months)	10	439	98
Overdue FRA remedial actions (12+ months).	667	1080	146
<b>Totals</b>	<b>677 (695)</b>	<b>1539 (1593)</b>	<b>259 (291)</b>

- 3.15 The overall number of outstanding actions continues to fall, **comparative data from Q2 is included above in brackets above.** The serious items in Table 3 cover many sites, examples of which, are works to fire doors and fire stopping, which equates to approximately 90% of outstanding serious actions. Works are in progress across a range of these issues; the budget for 2025/26 for these works is £1.5 million and a proposal in budget setting for 2026/27 will be for an increase to £2.5m to accelerate the programme.

To address the risks identified, Housing Property Services initiated a fire door inspection programme in September 2025. These inspections confirm that existing doors are fire doors, though built to the standards applicable at the time of installation, and have highlighted issues such as missing door closers. Our Health and Safety Coordinator is conducting risk assessments for affected properties and blocks, which will be integrated with the current door replacement programme to

determine the timing of works and whether interim ironmongery replacements are necessary. In line with Fire Risk Assessment guidance, all flat entrance doors must provide adequate fire resistance, have correct ironmongery, and operate properly, with upgrades as needed to achieve FD30S standard, including a self-closing device capable of closing the door from any angle.

- 3.16 While all flats currently have fire doors, these surveys will establish their condition and inform the replacement programme, ensuring risks are mitigated in the interim. The central document tracking this data is continuously updated as tasks are completed and allocated across Housing Services teams. Additionally, the Council's new caretaking service provides assurance that communal areas remain free of flammable objects and ensures timely reporting of issues. Housing Property Services also maintains emergency lighting and fire alarm systems and confirms that flats are equipped with appropriate smoke alarms to protect tenants in the event of a fire.

**BS03: Asbestos safety checks**

- 3.17 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).
- 3.18 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 All risk assessments are in place with the renewal of these being undertaken in January 2026. Across the 51 sites 95% of remedial works have been completed and we are awaiting the results of the outstanding actions that have been undertaken by a contractor including laboratory testing of water samples. 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.

**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 now got access to all lifts as key safes have been installed which has contributed to compliance for this quarter.

**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 1<sup>st</sup> November 2025, that new tenancies have a compliant EICR and from 1<sup>st</sup> May 2026 that all existing tenancies, granted before 1<sup>st</sup> December 2025, are also compliant. All void

properties and mutual exchange properties receive a new electrical test at the point of letting and are therefore compliant in this respect. At the end of Quarter 3 95.66% of properties have an EICR within the last 5 years.

- 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 in September and being 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 this quarter. In the interim as corrective actions are identified through the contractor carrying out the inspection and testing these are then instructed to the Contractor to complete works.

### **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**

- 3.30 40 complaints were received across October (17), November (16), and December (7), an increase on Quarter 2 (30) and a significant increase when compared to the same quarter last year (22 received). Of these, 77.5% were for Housing Property Services. Repairs & Maintenance remained the primary driver of complaints, particularly in relation to communication, delays, and contractor performance.

Performance against response timescales was generally strong, with some notable exceptions:

- October experienced several late responses due to complaint complexity, cross-service involvement, and cases initially managed outside the complaints process.
- November achieved 89% on-time responses, with delays mainly linked to investigation requirements and service pressures.

- December recorded only one late response.
- 3.31 At the end of this Quarter, we successfully recruited a Senior Complaints Officer to further enhance co-ordination and oversight of complaints to improve timeliness and consistency across the quality of responses. Further work will be undertaken to embed learning from complaints and how it changes service delivery.
- 3.32 Despite the upheld complaints, the quarter received 46 compliments for Housing Property Services, 28 being for Repairs & Maintenance, 17 for Housing Capital and 1 for Aids & Adaptations.

**Anti-Social Behaviour (ASB)**

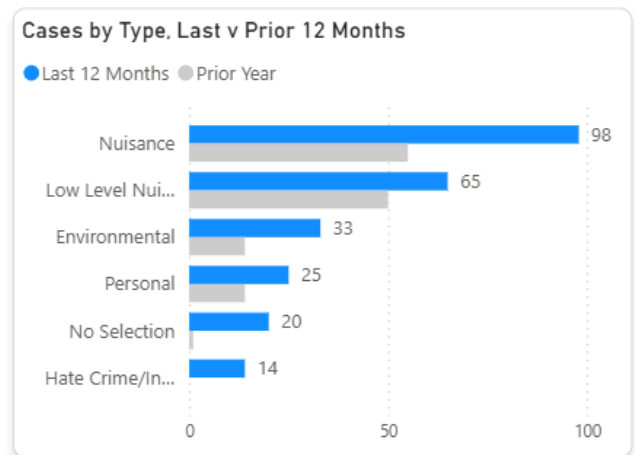
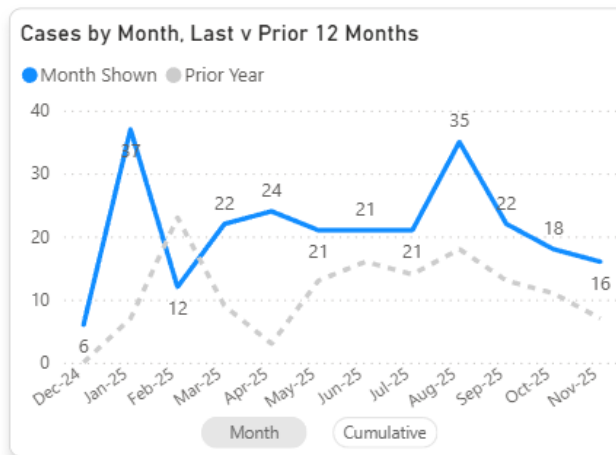
- 3.33 The service has a dynamic, functional and accessible ASB service for customers, creating strong partnerships including with the local Police. The service has undertaken many significant and highly complex enforcement actions including Civil Injunctions, Closure Orders and Discretionary and Mandatory Possession Orders against tenancy breaches.
- 3.34 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.
- 3.35 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.
- 3.36 Between 1<sup>st</sup> October 2025 and 30<sup>th</sup> December 2025, 55 new ASB cases were started, 56 ASB cases were closed, and the team were managing 65 live ASB cases.
- 3.37 The cases are broad ranging covering incidents against the person and against the community, such as damage to communal areas, issues with drugs and alcohol misuse and issues with dogs for example. Noise nuisance complaints are also reported frequently to the team. You will note from the graph below that there is still a steady increase in reported cases year on year.



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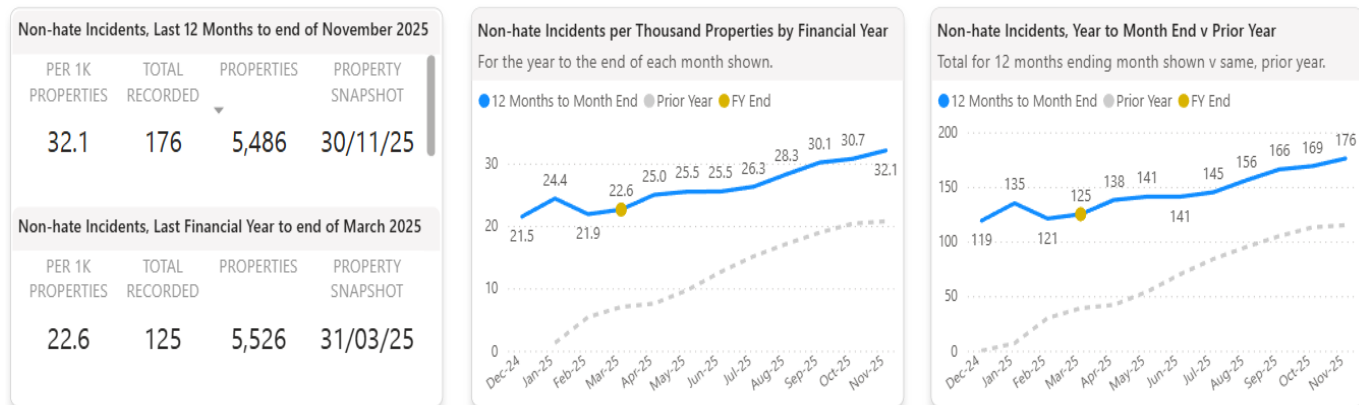
- 3.38 There are several factors at play that may be increasing these numbers, linked to the continued cost of living crisis and the impact of this on peoples mental and physical health and also their families general wellbeing, the other being that we are improving year on year at ensuring we capture incidents of ASB/Nuisance and Hate Crime accurately.
- 3.39 With the new structure coming into place in the Neighbourhood and Tenancy Team, anticipating being fully staffed by March 2026, for the first time in around a year, we do expect this trend to continue to rise, as all local areas will be covered by an N&T Officer. To combat this however we anticipate that the increase in numbers in the Tenancy Sustainment Team will provide more prevention support, that should stop many cases from escalating to enforcement.
- 3.40 There remain some back logs in the judicial system, the Council has seen increasing numbers 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. The Council has also been successful with cases to gain back possession of homes when ASB has been perpetrated or when tenants have abandoned their homes.
- 3.41 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.
- 3.42 One of the issues raised by the regulatory inspection was under reporting Hate Crime. We have addressed this by undertaking further training with the team to identify Hate Crime elements to cases. Last year it was zero, this year, so far, 11 Cases have been identified. In

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October we sent 3 Staff to Worcestershire's Hate Crime Conference/Forum and brought back learning from this event which prompted further understanding on capturing Hate Incidents appropriately.



## **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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### 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%	10.95%		0.00%	Red
RP02.1	Repairs completed within Target Timescale (Non-Emergency)	%	71.95%	<del>77.88%</del> 61.50%	80.80%	76.93%		100%	Red
RP02.2	Repairs completed within Target timescale – (Emergency)	%	83.6%	<del>83.6%</del> 84.10%	85.00%	83.70%		100%	Amber

**RP01 – Work is ongoing to further reduce the non-decency levels including resurveying of roofs and other elements that have been identified together with replacement where necessary. (3.3)**

#### 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%		100%	Green
BS02	Fire Safety Checks	%	100%	100%	80%	100%		100%	Green
BS03	Asbestos Safety checks	%	100%	99.50%	100%	100%		100%	Green

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BS04	Water Safety checks	%	100%	100%	100%	100%		100%	Green
BS05	Lift Safety Checks	%	100%	87.00%	54.84%	100%		100%	Green
EI01	Electrical Test of Properties	%	90.50%	94.89%	95.17%	95.66%		100%	Amber
EI02	Electrical Test of Communal Areas	%	100%	100%	100%	99.36%*		100%	Amber
EI03	Smoke Alarms	%	97.36%	98.80%	98.91%	99.18%		100%	Amber
EI04	Carbon Monoxide Alarms	%	98.33%	98.89%	98.94%	99.00%		100%	Amber

**EI02 – \*The testing of communal areas has fallen below target are two certificates have yet to be received from the contractor. Whilst work we are assured has been completed these are recorded as out of date for this report.**

### 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	7.30		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	0.91		Less than 3	Green
CH02.1	Complaints responded to within Complaint Handling Code timescales (Stage 1)	%	62%	93%	81.00%	88.89%		85%	Green

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CH02.2	Complaints responded to within Complaint Handling Code timescales (Stage 2)	%	80%	100%	72.00%	80.00%		85%	Red
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**CH02.2 – Within the Quarter 5 Stage 2 Complaints were received with 4 being completed in the timescale.**

### 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	32.1		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	1.1	2.0		0.6**	Red

\*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