

**REDDITCH BOROUGH COUNCIL**

**Executive Committee**

**9<sup>th</sup> June 2026**

---

**Quarter 4 2025/6 Housing Performance incorporating TSM Results**

Relevant Portfolio Holder	Councillor Ashley Monk
Portfolio Holder Consulted	Yes
Relevant Assistant Director	Simon Parry and Judith Willis
Report Author	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 4 2025/6 Housing Performance in respect of the Tenant Satisfaction Measures (Landlord) are noted.**
- 2) The results of the Tenant Participation Surveys covering 2025/6 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.
- 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. The report also includes the results of the 12 questions that form the Tenant Participation Surveys for 2025/26. The

results and additional text comments within the Tenant Perception Survey has influenced content and actions within the Housing Improvement Plan for 2026/27.

**3. OPERATIONAL ISSUES**

**TSM Landlord Measures 2025/6**

3.1 The following sets out the performance for quarter 4 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 The Decent Homes data is recorded within the RBC Asprey Asset Management system, recording each of the four categories to Decent Homes being HHSRS, Reasonably Modern Facilities, State of Repair and Thermal Comfort. Work is ongoing to cleanse and update our data and to input timely and accurate data as work proceeds across all service teams in Housing Property Services. Analysis of the data has resulted in follow up surveys of properties including roofs designated for replacement in 2026 that are affecting non decency, in general whilst some repairs are required to these, replacement has not been necessary. Where other reasons exist for non-decency, these properties are included in the capital investment programme or repairs are undertaken to make them decent.

**Stock Condition Data**

3.4 Stock condition surveys are in progress carried out by the Council's consultants; urgent issues are passed to relevant teams for action. As more data is collected, the Capital Manager reviews work programmes to ensure they match property needs and meet required standards.

Table 1: Stock Condition Surveys as % of stock

Q1	Q2	Q3	Q4
19.71%	20.68%	25.95%	36.29%

**Repairs Completed in Timescales**

3.5 Work is ongoing through analysis of performance against repairs completed on time to assess the reasons for delays. The introduction of the new repairs policy which introduced a planned priority code for 60 days will improve performance where historically some activities could

never meet existing priority 3 timescales including window and door replacements.

**Damp & Mould**

- 3.6 Awaab's Law, effective from 27 October 2025, marks a significant step forward in safeguarding tenants, setting clear and robust legal timeframes for social landlords to tackle serious hazards, including damp, mould and emergency risks. From this date, emergency hazards need to be addressed within 24 hours, and substantial damp and mould cases will be investigated within 10 working days, with a written outcome provided within 3 working days and the home made safe within a further 5 working days, while any major remedial works will commence within 12 weeks if necessary. In readiness, Housing Property Services (HPS) proactively expanded its resources with a dedicated damp and mould team, enhancing capacity and updating systems and processes to meet the new statutory requirements and reporting standards. This forward-thinking approach ensures continued compliance and improved outcomes for residents, with performance on these activities detailed in Appendix 2. Tenants are actively engaged in scheduling appointments, and whilst rescheduling can alter completion timescales, this flexibility helps accommodate tenants' needs. Occasional No Access situations do arise, but the team's strong communication with tenants has proved highly effective, keeping residents well informed, supporting compliance, and significantly reducing avoidable delays.

**BS- Maintaining Building Safety**

**BS01: Gas safety checks**

- 3.7 All current gas safety checks are in place for both the Council's domestic boilers and communal boilers. There are 134 capped tenanted properties, and 56 awaiting a turn on and test through the voids process. Each month, an external assessor audits a selection of our activities to confirm operational compliance and reports the findings.

**BS02: Fire safety checks**

- 3.8 There is a rolling programme of inspection for the Fire Risk Assessments (FRAs). Delays were experienced again in this quarter with the issuing of FRAs in time, due to resource issues with the consultant carrying out these works.

**REDDITCH BOROUGH COUNCIL**

**Executive Committee**

**9<sup>th</sup> June 2026**

---

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

Table 2: Fire Remedial Actions

2025/6	Q1	Q2	Q3	Q4
High	788	695	677	661
Medium	1,765	1593	1,539	1,436
Low	363	291	259	181
	<b>2,916</b>	<b>2,579</b>	<b>2,475</b>	<b>2,278</b>

- 3.10 The overall number of outstanding actions continues to fall, however 95.61% of the high-risk items are from the Fire Door and Compartmentation works. The programme is ongoing and in the next quarterly report a schedule of anticipated actions to be closed each quarter will be included. The additional funding in 2026/27 will see increased levels of activity to further reduce outstanding actions.
- 3.11 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. Work is progressing to carry out remedial works to those properties identified.

**BS04: Water safety checks**

- 3.12 All risk assessments are in place with the renewal of these being undertaken in January 2026. There are 8 remedial actions that are being remedied to address full compliance.

**Electrical**

- 3.13 The Electrical Safety Standards in the Private Rented Sector (England) (Amendment) (Extension to the Social Rented Sector) Regulations 2025 extend mandatory electrical safety requirements to the social rented sector from 1 November 2025, aligning them with those already in place for private landlords. Under the regulations, social landlords must ensure that all fixed electrical installations are inspected and tested at least every five years by a qualified person and that a copy of the Electrical Installation Condition Report (EICR) is provided to tenants within 28 days, and to new tenants before occupation. The requirements apply to new tenancies from 1 December 2025 and existing tenancies from 1 May 2026, with all inspections and any remedial works to be completed by 1 November 2026, and identified

remedials addressed within 28 days. These changes strengthen electrical safety for tenants and form part of the wider programme of regulatory reform alongside Awaab's Law and the enhanced consumer standards.

- 3.14 The Council has experienced resource issues through the majority of the second half of the fiscal year 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 now been recruited into but 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.

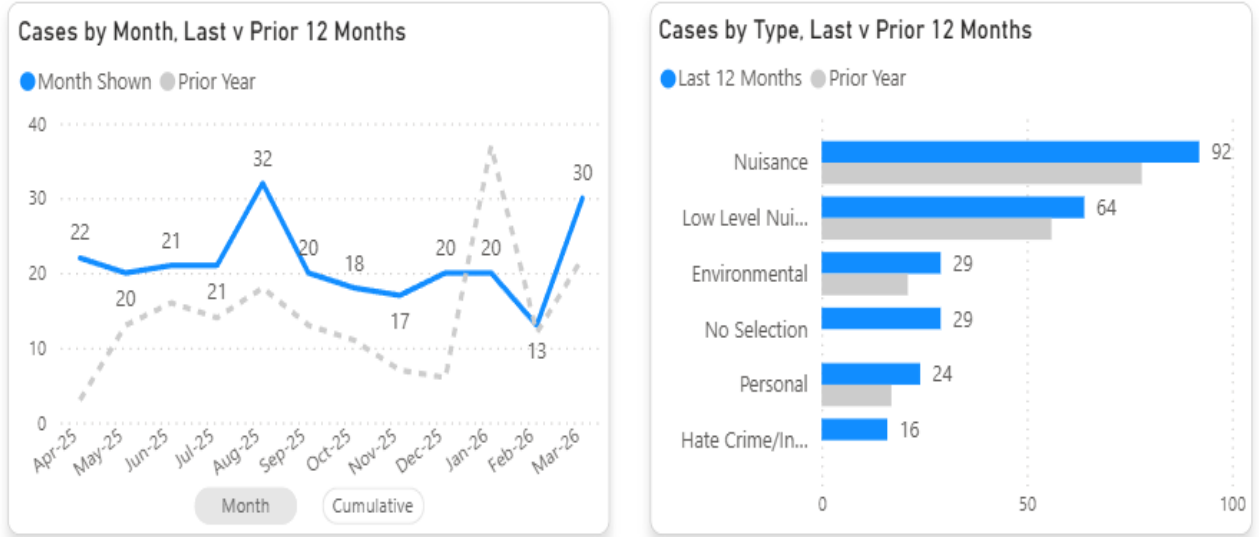
### **Complaints**

- 3.15 43 complaints were received across Housing Services compared to 40 in the previous quarter. With the recruitment of the Senior Complaints officer in Q3 meetings with the Housing Property Services team have been progressing to identify clear trends regarding complaints and actions to improve.
- 3.16 Key themes have been identified from this quarter's complaints, with response times showing clear improvement. The volume of complaints remains below the industry average and represents a very small fraction of total repairs activity. The organisation continues to learn from tenant feedback, ensuring it informs service delivery. Further detail on complaint trends and actions is available within a separate report on this meeting's agenda.
- 3.17 Despite the upheld complaints, the quarter received 52 compliments across Housing Services.

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

- 3.18 The Council provides a robust and accessible ASB service, working closely with partner agencies such as the Police. Enforcement actions include Civil Injunctions, Closure Orders, and Possession Orders. Every ASB complaint is managed according to policy, with a focus on continuous risk assessment and fair treatment.
- 3.19 From January to March 2026, 63 new ASB cases were opened, 89 closed, and 85 remained active. In 2025-2026, 254 ASB cases were reported, a rise from 172 the previous year. Cases include a wide range of issues, such as damage to communal areas, substance misuse, dog-related incidents, and frequent noise complaints.

Figure 1: Cases by Month and by Type



3.20 Factors contributing to higher numbers include the ongoing cost of living crisis, impacts on wellbeing, and improved reporting accuracy. The team is now fully staffed, aiming to offer more preventative support. Backlogs in the judicial system remain, but progress has been made in court actions, especially civil injunctions and regaining possession of properties.

3.21 Under-reporting of Hate Crime was addressed through staff training, resulting in an increase from zero to thirteen cases this year. The team continues to collaborate with partner agencies to prevent and enforce ASB cases.

**Tenant Perception Survey Results 2025/6**

3.22 The 2025/26 Tenant Satisfaction Measures (TSM) Tenant Perception Survey was carried out between January and February 2026 by We Love Surveys, with 889 tenant responses, representing a 35% increase in participation, from a total surveyable population of around 5,500, delivering a robust confidence level of  $\pm 3\%$ .

3.23 Overall satisfaction (TP01) rose to 64.6%, representing a 7.8 percentage point improvement compared with 2025, indicating continued recovery in tenant confidence. The strongest areas of performance were repairs satisfaction (71.7%) and feeling safe in the home (70.4%), both showing notable year-on-year improvement. All TSM measures improved compared with the previous year, with particularly strong gains in anti-social behaviour handling (+15%),

keeping tenants informed (+12.8%), and listening and acting on tenant views (+11.9%).

- 3.24 However, the results also highlight persistent challenges. Complaints handling remains the weakest performing measure, with satisfaction at just 28.2%, despite a modest improvement on last year, and over half of respondents who had complained reported dissatisfaction.
- 3.25 Satisfaction levels in communal areas has improved following the introduction of the Caretaking team in Q2, although scores indicate that further targeted action is needed.
- 3.26 Similarly, neighbourhood-related measures also scored lower than core landlord services.
- 3.27 Qualitative feedback continues to show that repairs, delays, and communication issues are the dominant drivers of dissatisfaction, even where staff interactions are viewed positively. Key driver analysis confirms that providing a well-maintained and safe home, alongside an effective repairs service, has the greatest influence on overall satisfaction, reinforcing the need to prioritise delivery improvements in these areas while addressing necessary improvements in complaints handling. Actions associated with the results and feedback received, is incorporated in the new Housing Improvement Plan.

#### **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

Appendix 2 – Damp & Mould Measures

Appendix 3 - TSM Tenant Perception Survey Results 2025/6 and Comparison Year on Year

**REDDITCH BOROUGH COUNCIL**

**Executive Committee**

**9<sup>th</sup> June 2026**

---

**9. REPORT SIGN OFF**

<b>Department</b>	<b>Name and Job Title</b>	<b>Date</b>
Portfolio Holder	Councillor Hartnett	6/5/26
Lead Director / Assistant Director	Guy Revans	11/5/26
Financial Services	Kunmi Joesph	6/5/26
Legal Services	Nicola Cummings, Principal Solicitor – Governance	7/5/26
Policy Team (if equalities implications apply)	N/A	
Climate Change Team (if climate change implications apply)	N/A	

## REDDITCH BOROUGH COUNCIL

Executive Committee

9<sup>th</sup> June 2026

### Appendix 1 – TSM Landlord Measures

#### 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%	11.05%	0.00%	Red
RP02.1	Repairs completed within Target Timescale (Non-Emergency)	%	71.95%	61.50%	80.80%	76.93%	77.60%	100%	Red
RP02.2	Repairs completed within Target timescale – (Emergency)	%	83.6%	84.10%	85.00%	83.70%	93.10%	100%	Red

#### 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%	100%	Green
BS02	Fire Safety Checks	%	100%	100%	80%	100%	88%	100%	Red
BS03	Asbestos Safety checks	%	100%	99.50%	100%	100%	100%	100%	Green
BS04	Water Safety checks	%	100%	100%	100%	100%	100%	100%	Green
BS05	Lift Safety Checks	%	100%	87.00%	54.84%	100%	100%	100%	Green
EI01	Electrical Test of Properties	%	90.50%	94.89%	95.17%	95.66%	96.74%	100%	Amber

**REDDITCH BOROUGH COUNCIL**

**Executive Committee**

**9<sup>th</sup> June 2026**

---

EI02	Electrical Test of Communal Areas	%	100%	100%	100%	99.36%	100%	100%	<b>Green</b>
EI03	Smoke Alarms	%	97.36%	98.80%	98.91%	99.18%	99.31%	100%	<b>Amber</b>
EI04	Carbon Monoxide Alarms	%	98.33%	98.89%	98.94%	99.00%	98.85%	100%	<b>Amber</b>

**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	7.81	Less than 10	<b>Green</b>
CH01.2	Complaints relative to the size of the landlord (Stage 2)	# per 1,000 homes	0.72	0.90	1.27	0.91	1.45	Less than 3	<b>Green</b>
CH02.1	Complaints responded to within Complaint Handling Code timescales (Stage 1)	%	62%	93%	81.00%	88.89%	90.24%	85%	<b>Green</b>
CH02.2	Complaints responded to within Complaint Handling Code timescales (Stage 2)	%	80%	100%	72.00%	80.00%	100%	85%	<b>Green</b>

# REDDITCH BOROUGH COUNCIL

Executive Committee

9<sup>th</sup> June 2026

## 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	33.1	35.5	Green
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	2.4	0.6	Red

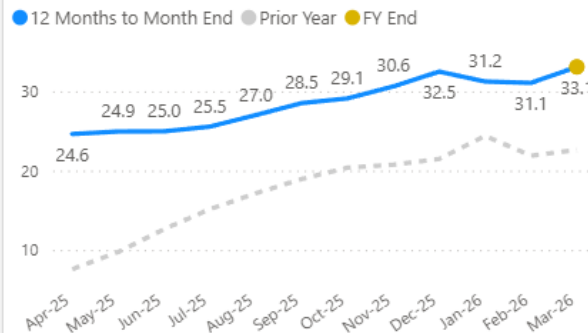
Non-hate Incidents, Last 12 Months to end of March 2026

PER 1K PROPERTIES	TOTAL RECORDED	PROPERTIES	PROPERTY SNAPSHOT
33.1	181	5,471	31/03/26

Non-hate Incidents, Last Financial Year to end of March 2026

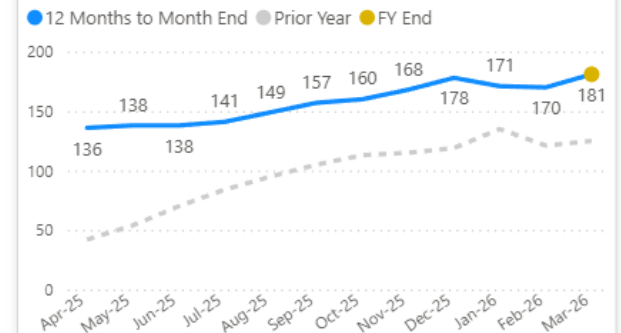
PER 1K PROPERTIES	TOTAL RECORDED	PROPERTIES	PROPERTY SNAPSHOT
33.1	181	5,471	31/03/26

Non-hate Incidents per Thousand Properties by Financial Year  
For the year to the end of each month shown.



Non-hate Incidents, Year to Month End v Prior Year

Total for 12 months ending month shown v same, prior year.



# REDDITCH BOROUGH COUNCIL

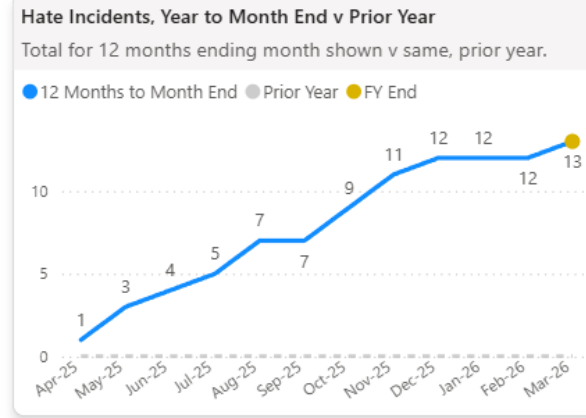
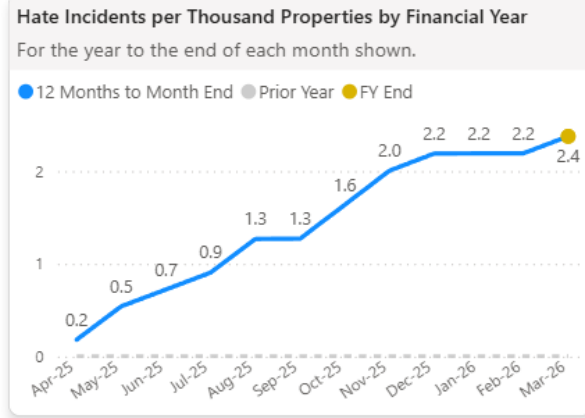
**Executive Committee**

**9<sup>th</sup> June 2026**

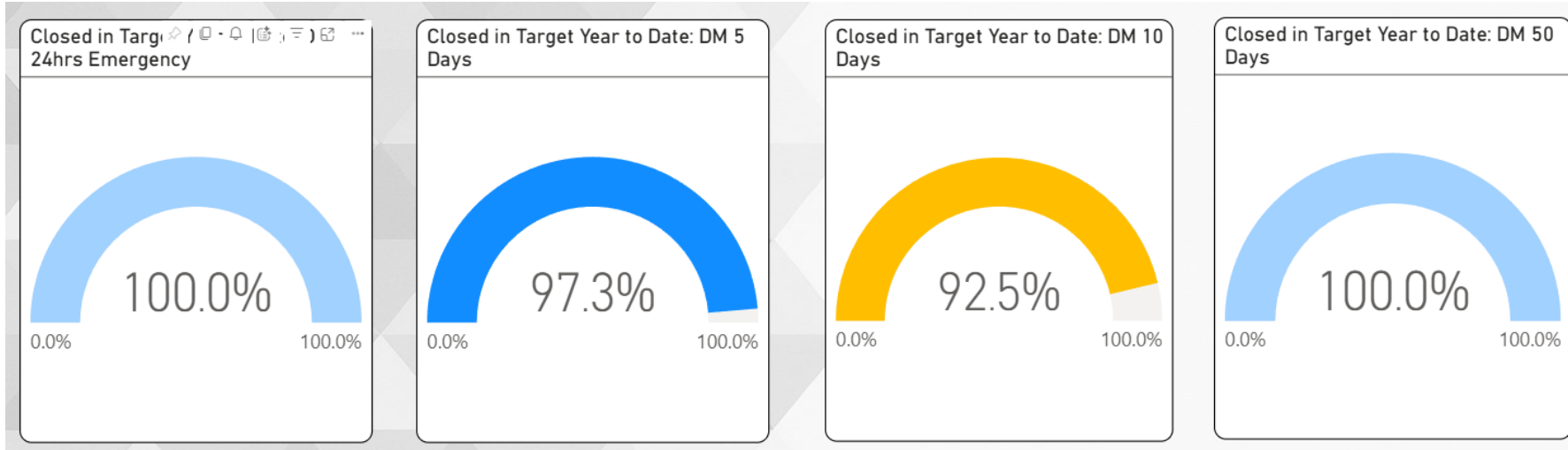
Hate Incidents, Last 12 Months to end of March 2026			
PER 1K PROPERTIES	TOTAL RECORDED	PROPERTIES	PROPERTY SNAPSHOT
<b>2.4</b>	<b>13</b>	<b>5,471</b>	<b>31/03/26</b>

Hate Incidents, Last Financial Year to end of March 2026			
PER 1K PROPERTIES	TOTAL RECORDED	PROPERTIES	PROPERTY SNAPSHOT
<b>2.4</b>	<b>13</b>	<b>5,471</b>	<b>31/03/26</b>



**Appendix 2 – Damp and Mould Measures**



**REDDITCH BOROUGH COUNCIL**

**Executive Committee**

**9<sup>th</sup> June 2026**

Appendix 3 – TSM Tenant Perception Survey Results 2025/6 and Comparison Year on Year

<b>TSM Code</b>	<b>TSM Question in Full</b>	<b>2023/4 % Satisfied</b>	<b>2024/5 % Satisfied</b>	<b>2025/6 % Satisfied</b>	<b>2024/25 National Average</b>	<b>Change in % Over last 3</b>
TP01	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Redditch Borough Council?	47.4%	56.7%	64.6%	71.8%	17.2%
TP02	How satisfied or dissatisfied are you with the overall repairs service from Redditch Borough Council over the last 12 months?	53.5%	66.7%	71.7%	73.6%	18.2%
TP03	How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	50.1%	60.9%	65.4%	69.5%	15.3%
TP04	How satisfied or dissatisfied are you that Redditch Borough Council provides a home that is well maintained?	45.8%	55.5%	65.1%	71.9%	19.3%
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?	48.0%	61.7%	70.4%	77.6%	22.4%
TP06	How satisfied or dissatisfied are you that Redditch Borough Council listens to your views and acts upon them?	34.4%	44.4%	56.2%	61.6%	21.8%
TP07	How satisfied or dissatisfied are you that Redditch Borough Council keeps you informed about things that matter to you?	44.4%	48.0%	60.7%	72.0%	16.3%
TP08	To what extent do you agree or disagree with the following: Redditch Borough Council treats me fairly and with respect?	51.5%	58.1%	67.8%	77.9%	16.3%
TP09	How satisfied or dissatisfied are you with Redditch Borough Council's approach to complaints handling?	21.6%	21.7%	28.2%	35.5%	6.6%
TP10	How satisfied or dissatisfied are you that Redditch Borough Council keeps these communal areas clean and well maintained?	41.8%	42.4%	53.7%	66.7%	11.9%
TP11	How satisfied or dissatisfied are you that Redditch Borough Council makes a positive contribution to your neighbourhood?	39.4%	44.7%	58.1%	64.6%	18.7%
TP12	How satisfied or dissatisfied are you with Redditch Borough Council's approach to handling anti-social behaviour?	39.6%	40.6%	55.7%	59.5%	16.1%

**REDDITCH BOROUGH COUNCIL**

**Executive Committee**

**9<sup>th</sup> June 2026**

---