

REDDITCH BOROUGH COUNCIL

Executive Committee

8th September 2026

Quarter 1 2026/27 Housing Performance and Improvement Plan Update

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 1 2026/27 Housing Performance is noted and**
- 2) The Housing Improvement Plan Quarter 1 2026/27 Update is noted.**

2. BACKGROUND

- 2.1 This report brings together the previous Housing Performance and Housing Improvement Plan updates into a single, clearer report.
- 2.2 The Regulator for Social Housing (RSH) has established the 'Tenant Satisfaction Measures' (TSM). This 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.
- 2.3 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).
- 2.4 It also broadens the performance framework beyond the 10 landlord TSM measures to include additional indicators on key housing

priorities, including tenancy audits, rent collection, former tenant arrears, void performance and associated rent loss. The

- 2.5 The Social Housing (Regulation) Act 2023 strengthened consumer regulation and gave the Regulator of Social Housing new powers to proactively inspect social landlords with over 1,000 homes from April 2024.
- 2.6 The inspection of Redditch Borough Council's landlord services, published on 30 July 2025, resulted in a C3 grading and identified the need for significant improvement across repairs, fire safety, compliance data, stock condition information, tenant engagement, complaints handling and performance reporting.
- 2.7 Key issues included overdue repairs and fire safety remedial actions, inconsistent data and oversight, limited stock condition survey coverage, overdue water safety actions, weak tenant influence arrangements and performance information that was not easily accessible to tenants.
- 2.8 The Housing Improvement Plan was initially approved by Executive Committee on 2 September 2025 however a revised version was subsequently approved on 9th June 2026 and provides the framework for addressing these issues, improving compliance, strengthening oversight and driving service improvement. This report provides an update on progress to date.

3. OPERATIONAL DETAILS

TSM Landlord Measures 2026/27

- 3.1 The following sets out the performance for quarter 1 of 2026/27 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 Decent Homes data is held in the Asprey Asset Management system across the four Decent Homes categories: HHSRS, reasonably modern facilities, state of repair and thermal comfort. Work continues to cleanse and update this data as works are completed. Follow-up surveys are helping confirm where replacement is required and where repairs are sufficient. Properties requiring further work are included in

the capital programme or addressed through repairs. Good progress is being made in improving homes and bringing them back to decency.

Stock Condition Data

- 3.4 Stock condition surveys are being carried out by the Council's consultants, with urgent issues referred to the relevant teams for action. Some data cleansing has also been undertaken on assets within the database to improve the accuracy of stock information. As further survey data is received, the Capital Manager continues to review work programmes to ensure investment is targeted to property needs and required standards.

Table 1: Stock Condition Surveys as % of stock

Q1	Q2	Q3	Q4
56.78%			

Repairs Completed in Timescales

- 3.5 Repairs performance improved during Quarter 1, with both emergency and non-emergency repairs showing increased completion within the target timescales compared with the previous quarter. Although performance remains below the 100% target, the direction of travel is positive, and further improvement is expected as the new Repairs Policy becomes embedded. The introduction of a planned 60-day priority code will help ensure more complex works, such as window and door replacements, are categorised more appropriately and reported more accurately. Ongoing analysis of delayed repairs is also being used to identify the causes of underperformance, improve scheduling and prioritisation, and support continued improvement in future quarters. During this quarter, we have had a temporary gap in the structure with the manager of the Business Support moving to another internal post. Recruitment has now been completed, with the post due to be filled from mid- August.

Damp & Mould

- 3.6 Awaab's Law, which came into force on 27 October 2025, introduced set timescales for social landlords to respond to serious hazards, including damp, mould and emergency risks. Quarter 1 performance was mixed, with hazards made safe within five days meeting target and major works completed within 50 days close to target. However, emergency hazards made safe within 24 hours and investigations completed within 10 days were below target and remain areas for improvement. The damp and mould team will review missed

timescales, improve triage and monitoring, and use learning to improve compliance and tenant outcomes. Housing

BS- Maintaining Building Safety

BS02: Fire safety checks

- 3.7 There is a rolling programme for Fire Risk Assessments (FRAs). Delays continued this quarter due to consultant resource issues. To improve performance and compliance, the Council has extended follow-up with the consultant from 30 to 60 days before the FRA expiry date.
- 3.8 The outstanding remedial works from the FRAs are included in the table below.

Table 2: Fire Remedial Actions

2025/6	Q4 25/6	Q1	Q2	Q3	Q4
High	661	553			
Medium	1,436	1,342			
Low	181	138			
	2,278	2,033			

- 3.9 Outstanding actions continue to reduce, although over 95% of high-risk items relate to fire door and compartmentation works. The programme remains ongoing, with additional 2026/27 activity supported by a new contractor to accelerate delivery and further reduce outstanding actions. The programme established for the fire door replacement programme seeks to modernise and enhance protection for our residents.

BS06 – Electrical Safety Checks

- 3.10 The Electrical Safety Standards Regulations 2025 extend mandatory electrical safety requirements to social landlords. Fixed electrical installations must be inspected and tested at least every five years, with EICRs provided to tenants within 28 days and any remedial works completed within required timescales. As a consequence, the RSH has introduced BS06, “Proportion of homes for which all required electrical safety checks have been carried out”. This has previously been reported through quarterly performance reports, but BS06 now provides a standardised measure across the sector.

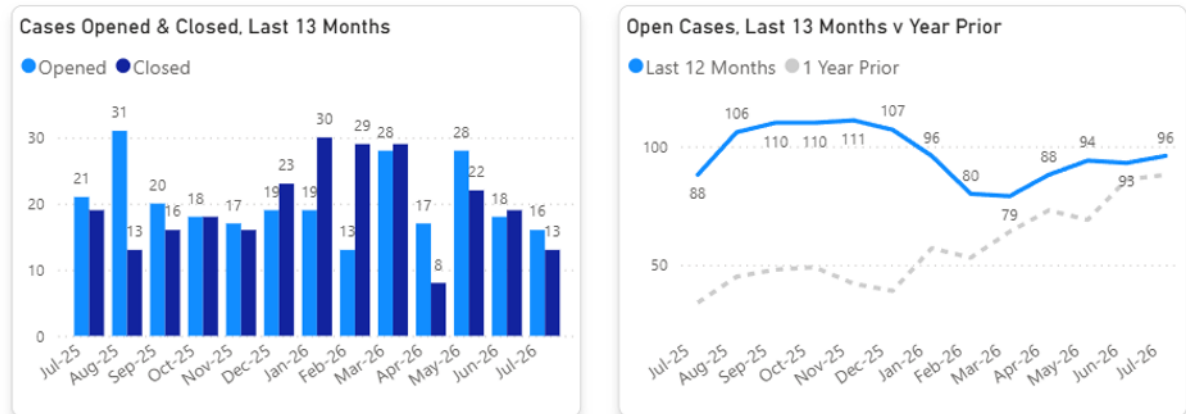
Complaints

- 3.11 A total of 51 Stage 1 complaints were received during the quarter, compared to 43 in the previous quarter. This increase reflects ongoing work to improve complaint accessibility and ensure expressions of dissatisfaction are appropriately identified and logged. However, the more meaningful measure is the uphold rate, which remained stable at 43.5% compared to 43.9% in the previous quarter, indicating that complaint outcomes have remained consistent despite the increase in volumes.
- 3.12 Key themes have been identified from this quarter's complaints, with response times showing clear improvement. The volume of complaints remains within the range typically seen across social landlords of a similar size and represents a very small fraction of total repairs activity. The organisation continues to learn from tenant feedback, ensuring it informs service delivery. Positively, the quarter also saw 33 compliments received across Housing Services, demonstrating that tenants continue to recognise good service, helpful staff and positive outcomes alongside the formal complaints process.

Anti-Social Behaviour (ASB)

- 3.13 The Council provides a robust and accessible ASB service, working closely with partner agencies, including the Police. All reports are managed in line with policy, with a focus on prevention, early intervention, ongoing risk assessment and fair treatment. Where engagement does not resolve issues, the Council uses the enforcement tools available to address persistent or serious ASB.
- Between 1 April 2026 and 30 June 2026, 63 new ASB cases were opened and 46 were closed. At the end of June, 96 cases remained active.
 - Contributing factors include the continuing cost of living pressures, impacts on tenant wellbeing and improved reporting accuracy. While delays within the judicial system remain a challenge, progress has been made in progressing court action, particularly civil injunctions and possession proceedings where required.

Figure 1: Cases by Month



Voids

- 3.14 Housemark, a housing sector benchmarking organisation, provides comparative performance data for social landlords. Its November 2025 monthly pulse survey reported routine void key-to-key times of 70 days at lower quartile, 43 days at median and 29 days at upper quartile. Continued improvement will depend on effective coordination between tenancy termination, void works and lettings. The measures table shows that our average void turnaround in Q1 was 29.2 days, placing performance within the upper quartile. Work is ongoing to improve major void performance, with an additional contractor brought in to increase capacity.

Tenancy Audits

- 3.15 The Council aims to complete home tenancy audits for all tenants every two years, with full coverage achieved by March 2028 at the latest. The audit cycle will then restart.
- 3.16 These audits help confirm that homes are occupied by the tenants they were let to, improve our understanding of household circumstances, and provide an opportunity to explain the landlord services available. They have also helped identify and respond to issues such as property neglect, domestic abuse and tenancy fraud, enabling the Council to offer further ongoing intensive support from our in-house Tenancy Sustainment Team as required, signpost residents to appropriate services, or take legal action where necessary to prevent tenancy breaches and help sustain tenancies.

Tenant Profile Data

- 3.17 The data shows that basic tenant information, including title, name, date of birth, sex and nationality, has generally been captured and recorded accurately.
- 3.18 The focus of tenancy audits, and wider service efforts to improve data quality, is to increase the collection of information relating to protected characteristics, which remains comparatively low. The aim is to maintain complete and regularly updated tenant profile data, enabling us to better understand the diverse needs of our tenants and use this insight to shape, target and improve service delivery, ensuring services are accessible, responsive and equitable for all groups. This includes access to repairs, complaints and ASB services that can be monitored to ensure tenants are not unintentionally disadvantaged.

Rents

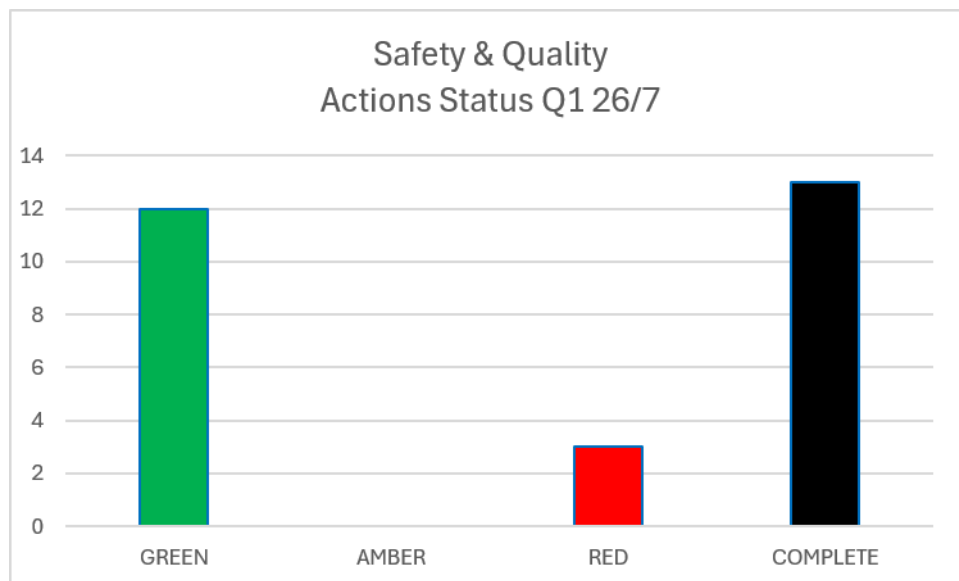
- 3.19 Rent arrears remain a key area of concern, with current tenant arrears standing at £1.421m, equivalent to 4.75% of the 2026/27 annual rent roll. Former tenant arrears are £1.201m, equivalent to 4.02% of annual rent income. Performance is currently lower quartile when benchmarked against comparator authorities.
- 3.20 This position is largely affected by reduced capacity within the Income Management Team, which is operating at 33% staffing capacity, with 4 officers in post and 8 vacancies. As a result, proactive arrears recovery has been limited, with available resources focused on high-risk cases and tenancy sustainment. Recruitment is underway and is expected to support improved performance in future quarters.

Housing Improvement Plan update

- 3.21 The following section provides a summary of progress against the Housing Improvement Plan actions that were due for completion in Quarter 1 2026/27. Updates are presented by Consumer Standard to show progress against each area of regulatory compliance, highlight actions completed or underway, and set out the arrangements in place to monitor delivery, manage any outstanding activity and support continued service improvement. The updated Housing Improvement Plan is included at **Appendix 2**.

Safety & Quality

- 3.22 Within the Housing Improvement Plan, the Safety and Quality Consumer Standard Improvement Plan include 28 actions covering stock quality, safety, repairs, maintenance, planned works and adaptations. This section updates Members on Quarter 1 progress and the arrangements in place to monitor compliance and service improvement. 12 actions are on target (Green), 3 actions are beyond their target date (Red) and 13 actions are complete.



HRA Business Plan Review (RED)

- 3.23 A review of the Housing Revenue Account Business Plan is anticipated by December 2026. The review will assess the long-term financial position of the HRA, including income, expenditure, investment requirements and the affordability of future works to the housing stock.

Totalmobile (RED x 2)

- 3.24 Work is continuing to develop and implement Totalmobile, rigours testing is in progress and identified some issues that are being resolved by the developer, including integration with Civica Cx and ensuring data flows correctly between systems. This will support more accurate repair reporting, improve triage at first point of contact and help ensure repairs are allocated to the correct priority and trade.

Fire Remedial Action Plan

- 3.25 A programme has been developed to address most outstanding remedial actions, with over 95% relating to fire door and

compartmentation works. Additional funding and contractor capacity have been secured to support delivery, with reductions in outstanding remedial actions evidenced at paragraph 3.8 above.

HHSRS and Awaab's Law Performance

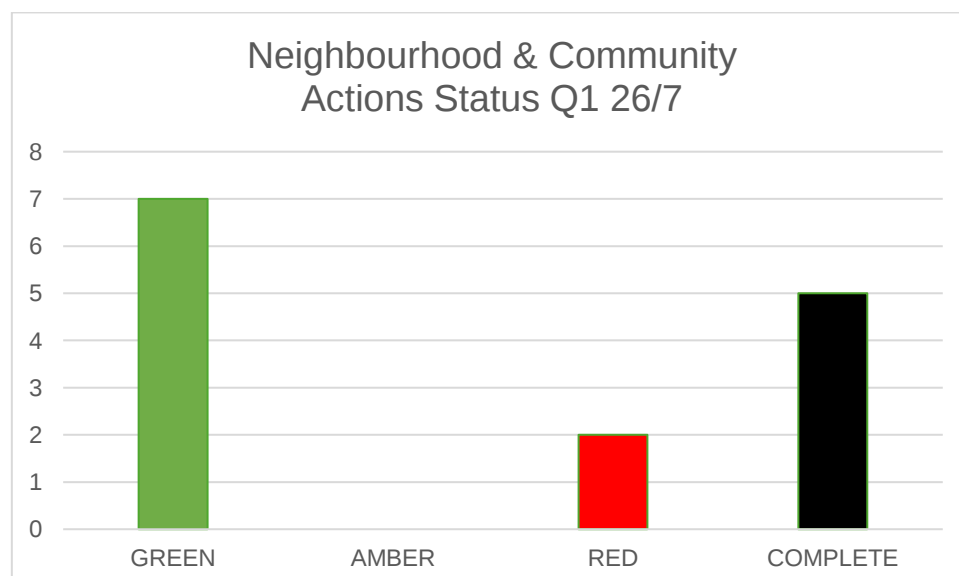
- 3.26 A performance sheet has been developed to monitor Housing Health and Safety Rating System hazards alongside the requirements of Awaab's Law. This allows performance on wider hazards to be compared with damp and mould activity and provide clearer assurance on response times, outcomes and follow-up actions.

Adaptations

- 3.27 Information on adaptations has been added to the Council's website, including advice, guidance and examples of the types of works that can be undertaken. This is intended to improve accessibility of information for tenants and support earlier engagement with the service.

Neighbourhood and Community

- 3.28 Within the Housing Improvement Plan, the Neighbourhood and Community Consumer Standard Improvement Plan includes actions covering anti-social behaviour, hate crime, tenancy management, neighbourhood safety, tenant engagement and partnership working. This section updates Members on Quarter 1 progress and the arrangements in place to monitor compliance, improve neighbourhood outcomes and support safer, more inclusive communities. 7 actions are on target (Green), 2 actions are beyond their target date (Red) and 5 actions are complete.



Housing ASB and Hate Incident Policy (RED)

- 3.29 Work has started on developing a housing-specific policy, replacing reliance on the brief ASB section within the Tenancy Management Policy and the wider corporate policy. The new policy will set out clear arrangements for hate incidents, partnership working, escalation routes, case management and performance monitoring. A draft policy and report are expected by the end of September; however, as formal approval is required, publication is expected early next year.

Tenant Portal Delivery (RED)

- 3.30 A technical issue requiring resolution by Civica delayed progress on this project; however, this was resolved during the quarter, allowing implementation activity to resume. Staff have been identified to support customer-focused testing during Quarter 3. Subject to testing and wider module implementation requirements, delivery is currently expected by December. Further information has been requested from the user group on implementation and testing timescales from the Council's peers to confirm the final programme.

Tenancy Sustainment Officer Team

- 3.31 Recruitment to the new team has been completed. The team is now fully operational, has been effectively embedded into the service and is already supporting positive outcomes for residents by helping to prevent tenancy failure.

ASB Communications and Tenant Information

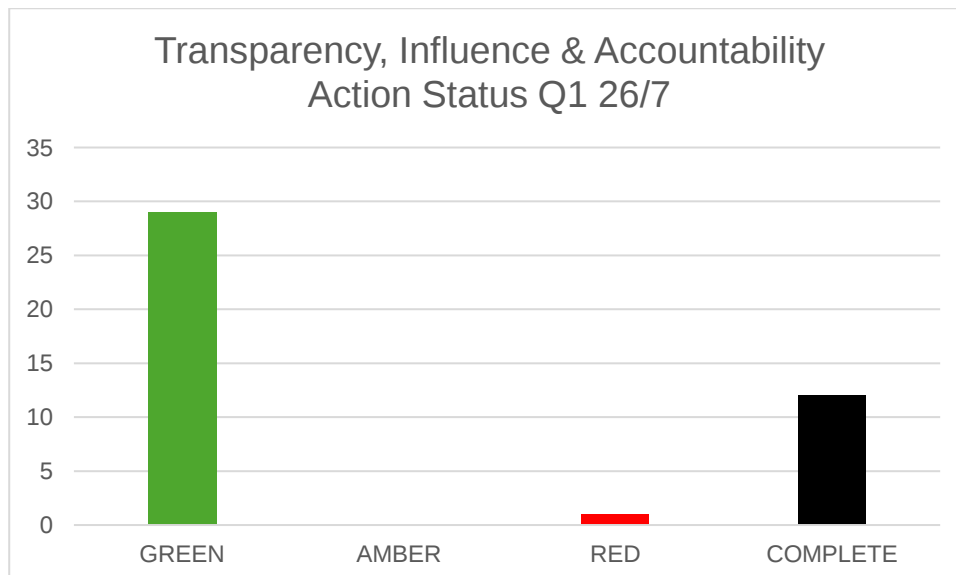
- 3.32 Communications activity took place during ASB Awareness Week, including social media posts to promote ASB reporting. Website content is being updated to provide clearer ASB information for tenants, with completion expected by the end of October.

Domestic Abuse Policy and Procedure

- 3.33 . Within Neighbourhood and Tenancy Services, domestic abuse training is included as part of staff induction. Civica Cx alerts are used to monitor MARAC cases, and case and task functions support safeguarding pathways and reporting. The timetable for reviewing and reissuing the Council's corporate Domestic Abuse policy and procedure will be discussed with the Community Safety service.

Transparency, Influence and Accountability

- 3.34 Within the Housing Improvement Plan, the Transparency, Influence and Accountability Consumer Standard include actions covering tenant engagement, complaints, performance information, communication, scrutiny and opportunities for tenants to influence services. This section updates Members on Quarter 1 progress and the arrangements in place to strengthen transparency, improve accountability and ensure tenant views continue to inform service improvement. 28 actions are on target (Green), 1 action is beyond their target date (Red) and 12 actions are complete.



Live updates on repairs appointments (RED)

- 3.35 Current manual processes are used to update customers about their appointments. Once implemented, Totalmobile will provide live updates throughout the appointment journey.

Tenant Profile Data

- 3.36 Tenant profile information is now included within the quarterly performance reports. Quarterly data-quality audits and targeted campaigns, including website prompts, letters, call scripts and frontline service prompts, will continue to improve the capture of missing profile information. Civica Cx processes and forms will also be reviewed to encourage or require completion of key fields, with progress reported

quarterly. This will help ensure tenant profile data is more complete and reliable, enabling services and communications to be better tailored to tenants' diverse needs.

Engagement with Tenants

- 3.37 Recruitment into key posts within the Housing Experience Team was undertaken during Quarter 1 to strengthen tenant engagement and scrutiny arrangements. The additional capacity and specialist knowledge will support clearer and more accessible opportunities for tenants to influence services, take part in scrutiny and help shape service improvement, with the benefits expected to be realised in subsequent quarters.
- 3.38 Engagement opportunities, guidance and supporting information will continue to be developed and promoted, including arrangements for tenant-led scrutiny, practical support, training, funding and clear information on tenants' rights, including the Right to Manage and Right to Transfer. The Tenant Engagement Policy was approved by the Executive in June 2026, with a wider strategy to follow, providing a consistent framework for formal and informal engagement and ensuring tenant feedback informs service improvement and any future proposals relating to the management of RBC social housing.

Information about landlord services

- 3.39 Work is continuing to improve the information available to tenants about landlord services, including live updates on repair appointments. Delivery of this functionality has been delayed by the wider implementation of Totalmobile, including integration with Civica Cx and system testing to ensure appointment information, repair status updates and data flows are accurate. Once implemented, this will provide tenants with clearer and more timely information about their repair appointments, reduce avoidable contact and improve transparency around repairs service delivery.

Performance Information

- 3.40 Six actions were due in Quarter 1 and all have been completed. TSM data was collected, validated and submitted to the Regulator within the required timescales, with supplementary queries also answered on time. The annual assurance process confirmed the data as accurate and reliable. TSM results have been published, and the Annual Report, including performance outcomes, actions delivered and planned improvements, was finalised and issued to tenants in early August

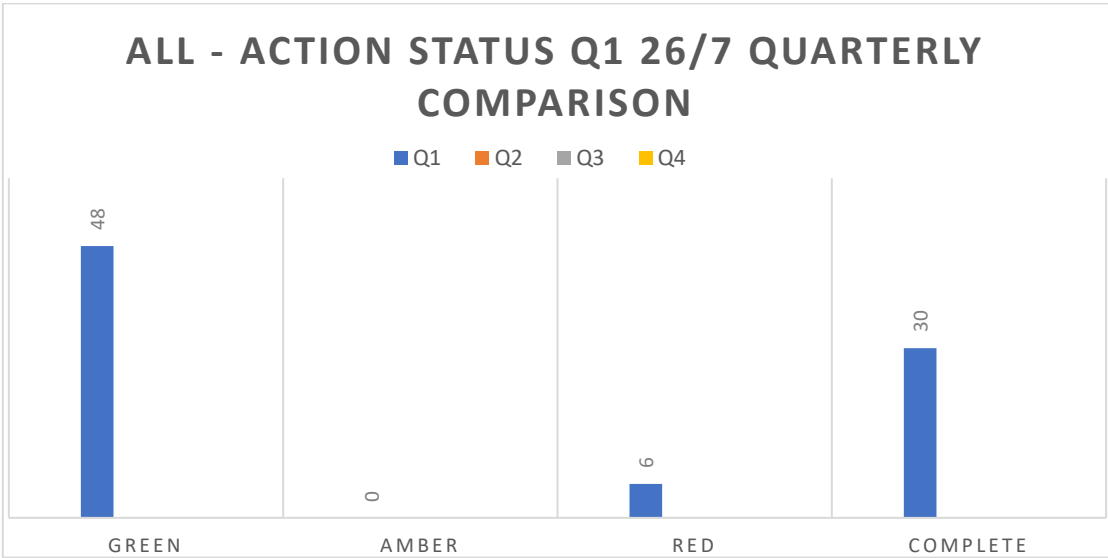
2026. This has improved the transparency of information available to tenants.

Complaints

- 3.41 Good progress has also been made in strengthening complaints management and learning. The Housing Ombudsman self-assessment has been completed, and together with the annual complaints performance report was submitted to and approved by the Executive Committee in June 2026. Additional capacity has been secured through the recruitment of a new Complaints Officer as part of the Housing Experience Team, supporting improved resilience, quality assurance and service learning. The complaints tracker has also been updated to clearly identify completed and outstanding actions, helping ensure commitments made through complaint responses are monitored, followed up and used to support ongoing service improvement.

Status Report Overall

- 3.42 48 actions are on target (Green), 6 actions are beyond their target date (Red) and 30 actions are complete.



Customer Engagement

- 3.43 The 2025/26 Housing Annual Report was issued to all tenants in early August 2026. It provides an update on housing performance and service improvements, including the Tenant Satisfaction Measure perception survey results from January and February 2026, the Council's regulatory judgement and performance over the previous

financial year. The report also invited tenants to express interest in taking part in tenant scrutiny activities.

- 3.44 As reported in Quarter 4 2025/6, the Tenant Satisfaction Measures results have helped shape the actions within the Housing Improvement Plan. Following this Executive meeting, updates will be shared through the Council's website and social media channels to inform customers about progress being made to improve services.

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.

Community Implications

- 6.4 Through the delivery of Housing Services, the Council supports the needs of local communities and residents. This improves residents health and well-being. Alongside this, there is a strong partnership link with Community Safety Team to support tenants and communities in being and feeling safe. An example of this is the recent pilot of a multi-agency walk about in Woodrow that will be rolled out to all Estates. The aim was to bring together residents, housing, businesses, Council service representatives, police, public health teams and other partners to identify local concerns and agree practical solutions.

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

Appendices

Appendix 1 - Measures Table

Appendix 2 – Housing Improvement Plan update

Background Papers

Housing Annual Report - [Housing Annual Report](#).

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9. REPORT SIGN OFF

Department	Name and Job Title	Date
Portfolio Holder	Councillor Monk	13 th August 2026
Lead Director / Assistant Director	Guy Revans	6 th August 2026
Financial Services	Kunmi Joesph	N/A
Legal Services	Nicola Cummings, Principal Solicitor – Governance	11 th August 2026
Policy Team (if equalities implications apply)	N/A	
Climate Change Team (if climate change implications apply)	N/A	

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Appendix 1 – TSM Landlord Measures

Keeping Properties in good repair

	Measure Name	Type	Q4 25/6	Q1 26/7	Q2 26/7	Q3 26/7	Q4 26/7	Target	RAG Rating
RP01	Homes that do not meet the Decent Homes Standard	%	11.05%	5.87%				0.00%	Amber
RP02.1	Repairs completed within Target Timescale (Non-Emergency)	%	71.95%	76.50%				100%	Red
RP02.2	Repairs completed within Target timescale – (Emergency)	%	83.6%	95.07%				100%	Amber

Damp & Mould

	Measure Name	Type	Q4 25/6	Q1 26/7	Q2 26/7	Q3 26/7	Q4 26/7	Target	RAG Rating
DM1	% of emergency hazards made safe within 24 hours	%	100%	71.43%				100%	Red
DM2	% of hazards made safe within 5 days	%	100%	100%				100%	Green
DM3	% of hazards investigated within 10 days	%	91.6%	88.63%				100%	Amber
DM4	% of major works completed within 50 days	%	100%	99.53%				100%	Amber

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Maintaining Building Safety

	Measure Name	Type	Q4 25/6	Q1 26/7	Q2 26/7	Q3 26/7	Q4 26/7	Target	RAG Rating
BS01	Gas Safety Checks	%	100%	100%				100%	Green
BS02	Fire Safety Checks	%	88%	96%				100%	Amber
BS03	Asbestos Safety checks	%	100%	100%				100%	Green
BS04	Water Safety checks	%	100%	100%				100%	Green
BS05	Lift Safety Checks	%	100%	100%				100%	Green
BS06	Electrical Safety Checks	%	96.74%	97.23%				100%	Amber
EI02	Electrical Test of Communal Areas	%	100%	100%				100%	Green
EI03	Smoke Alarms	%	99.31%	99.29%				100%	Amber
EI04	Carbon Monoxide Alarms	%	98.85%	100%				100%	Green

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Complaints

	Measure Name	Type	25/6	Q1 26/7	Q2 26/7	Q3 26/7	Q4 26/7	Target	RAG Rating
CH01.1	Complaints relative to the size of the landlord (Stage 1)	# per 1,000 homes	23.8	9.33				Less than 10	Green
CH01.2	Complaints relative to the size of the landlord (Stage 2)	# per 1,000 homes	4.06	2.01				Less than 3	Green
CH02.1	Complaints responded to within Complaint Handling Code timescales (Stage 1)	%	89%	92.5%				85%	Green
CH02.2	Complaints responded to within Complaint Handling Code timescales (Stage 2)	%	92%	92%				85%	Green

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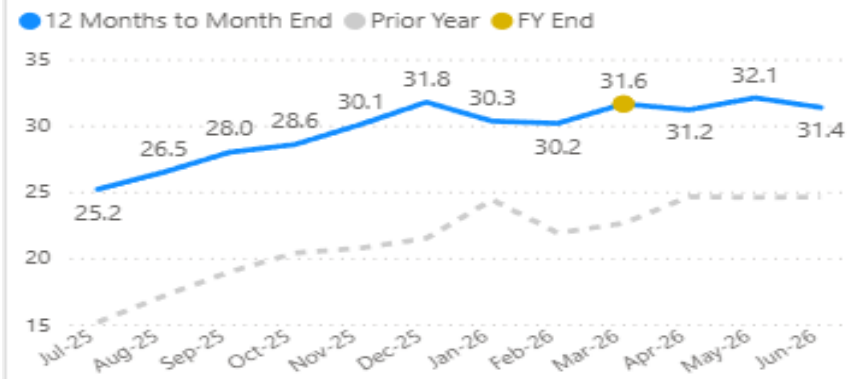
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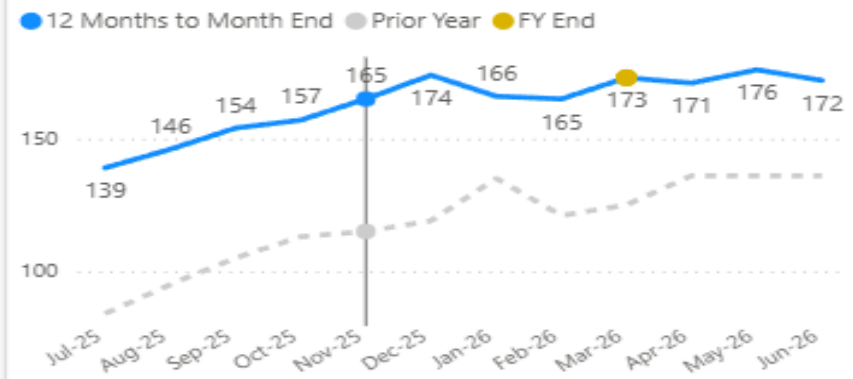
Anti-Social Behaviour (ASB)

	Measure Name	Type	Q4 25/6	Q1 26/7	Q2 26/7	Q3 26/7	Q4 26/7	Target	RAG Rating
NM01.1	Anti-social behaviour cases relative to the size of the landlord	# per 1,000 homes	33.1	31.4				35.5	Green
NM01.2	Anti-social behaviour cases (involving Hate Crime) relative to the size of the landlord	# per 1,000 homes	2.4	1.8				0.6	Red

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.



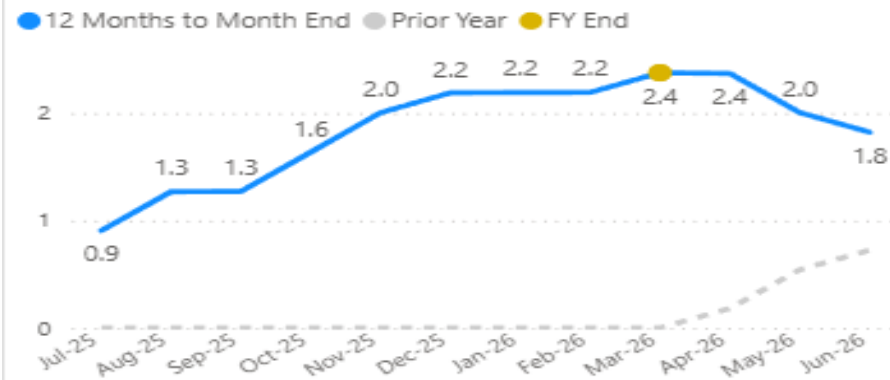
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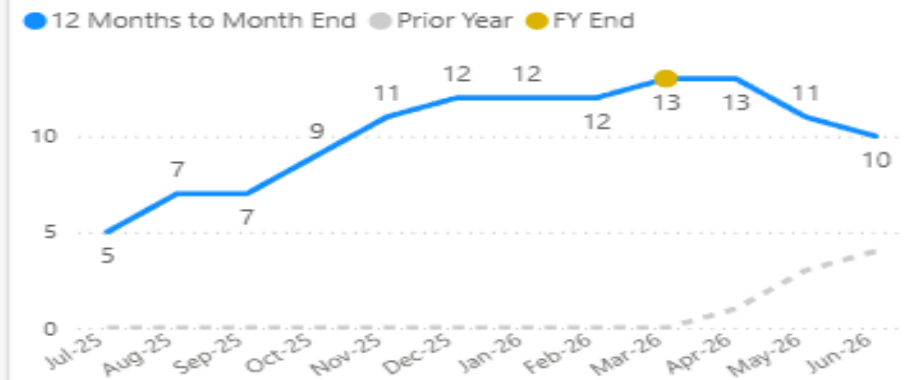
Hate Incidents per Thousand Properties by Financial Year

For the year to the end of each month shown.



Hate Incidents, Year to Month End v Prior Year

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



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Tenancy Audits and Profile Data

	Measure Name	Type	25/6	Q1 26/7	Q2 26/7	Q3 26/7	Q4 26/7	Target	RAG Rating
	Tenancy Audits completed	Cumulative Number	1,121	1,464				2,730	Green
	% Tenancy Audits Completed	%	20.5%	26.78%				50%	Green
	Tenant Profile Data held by attribute								
	Disabilities	%	N/A	31.3%				50%	Green
	Date of Birth	%	N/A	91.8%				100%	Green
	Ethnicity	%	N/A	46.7%				75%	Green
	Forename	%	N/A	98.2%				100%	Green
	Surname	%	N/A	100.0%				100%	Green
	Gender	%	N/A	35.7%				50%	Green
	Marital Status	%	N/A	26.9%				50%	Green
	Nationality	%	N/A	97.3%				100%	Green
	Sexual Orientation	%	N/A	45.2%				75%	Green

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Void Measures

	Measure Name	Type	25/6	Q1 26/7	Q2 26/7	Q3 26/7	Q4 26/7	Target	RAG Rating
VM 1	Average Void Turnaround - Standard	Days	33.19	29.2				30	GREEN
VM 2	Average Void Turnaround - Capital	Days	198	164.9				56	RED
VM 3	Void Rent Loss	£	227,328.65	57,158.12				£225,000	GREEN

Rents

	Measure Name	Type	25/6	Q1 26/7	Q2 26/7	Q3 26/7	Q4 26/7	Target	RAG Rating
RM 1	Rent Arrears as a percentage of expected total Rent Annual Rent Income	%	3.3%	4.75%				3.2%	RED
RM 2	Former Tenant Arrears as a percentage of expected total Rent Annual Income	%	3.95%	4.02%				3.5%	RED