

# Housing Services Quarterly Report.

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**Data as:** Q2 FY'25

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# Forecasts and $R^2$ values

- To forecast we need to see the trend in the data, so we add a trendline.
- The trendline shows us the direction to go in to see where we will be in the future, a bit like a Satnav.
- But how do we know if it's the right direction?
- The  $R^2$  values tells us between 0 and 100 how accurate the Satnav is, 0 is the worst and 100, the best.  $R^2$  values will be better when there are fewer fluctuations in the data.
- Low values just mean that there are a lot of ups and downs in the data

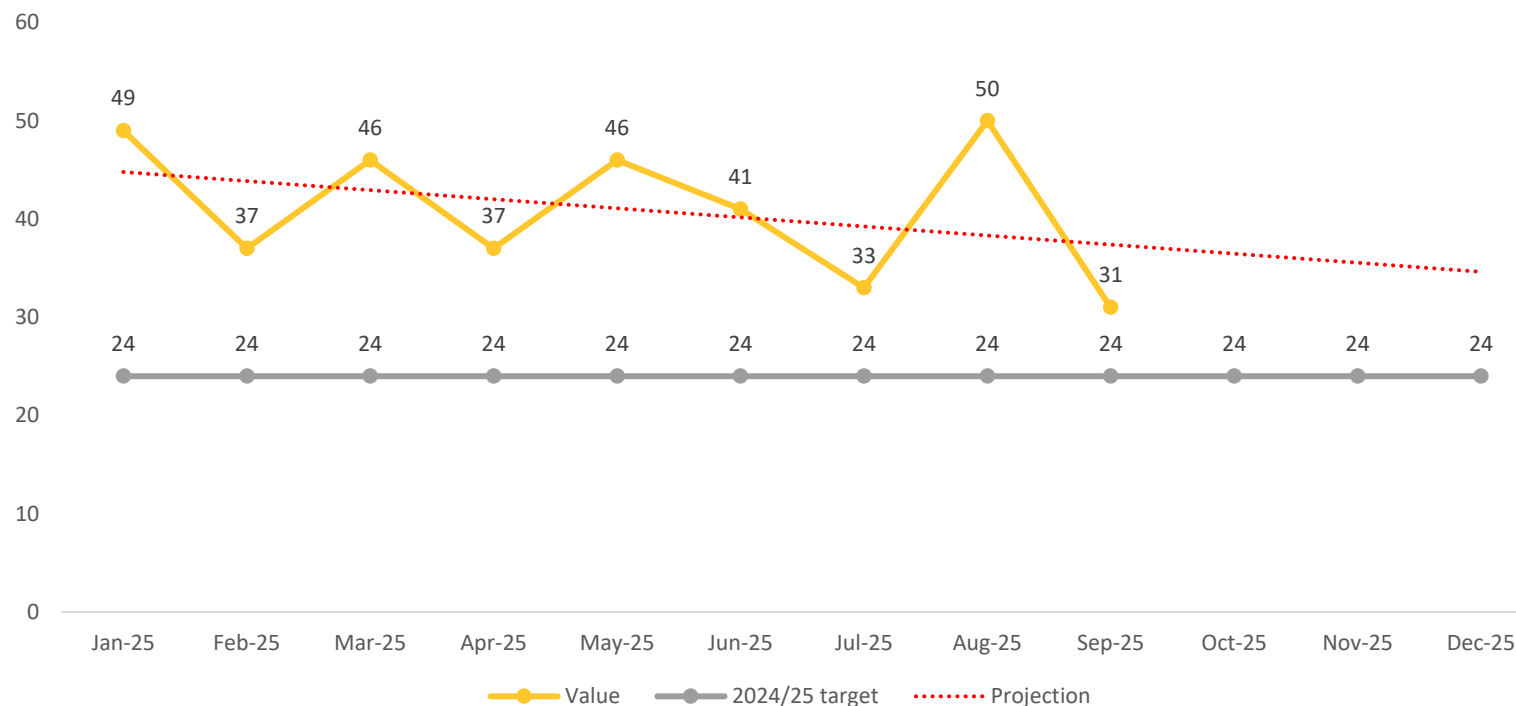


# Performance forecasts for the next two quarters

- The following slides show forecast for each indicator.
- The forecasts are taken from a snapshot of the indicator outcome at the end of quarter three.
- The projected trend for each indicator shows what will happen in the next five months **if we do nothing**.
- These forecasts should be mitigated by what actions we currently have planned and any future planned actions we might bring in to play.
- The detail of these actions are documented in exception reporting embedded in the monthly scorecard.

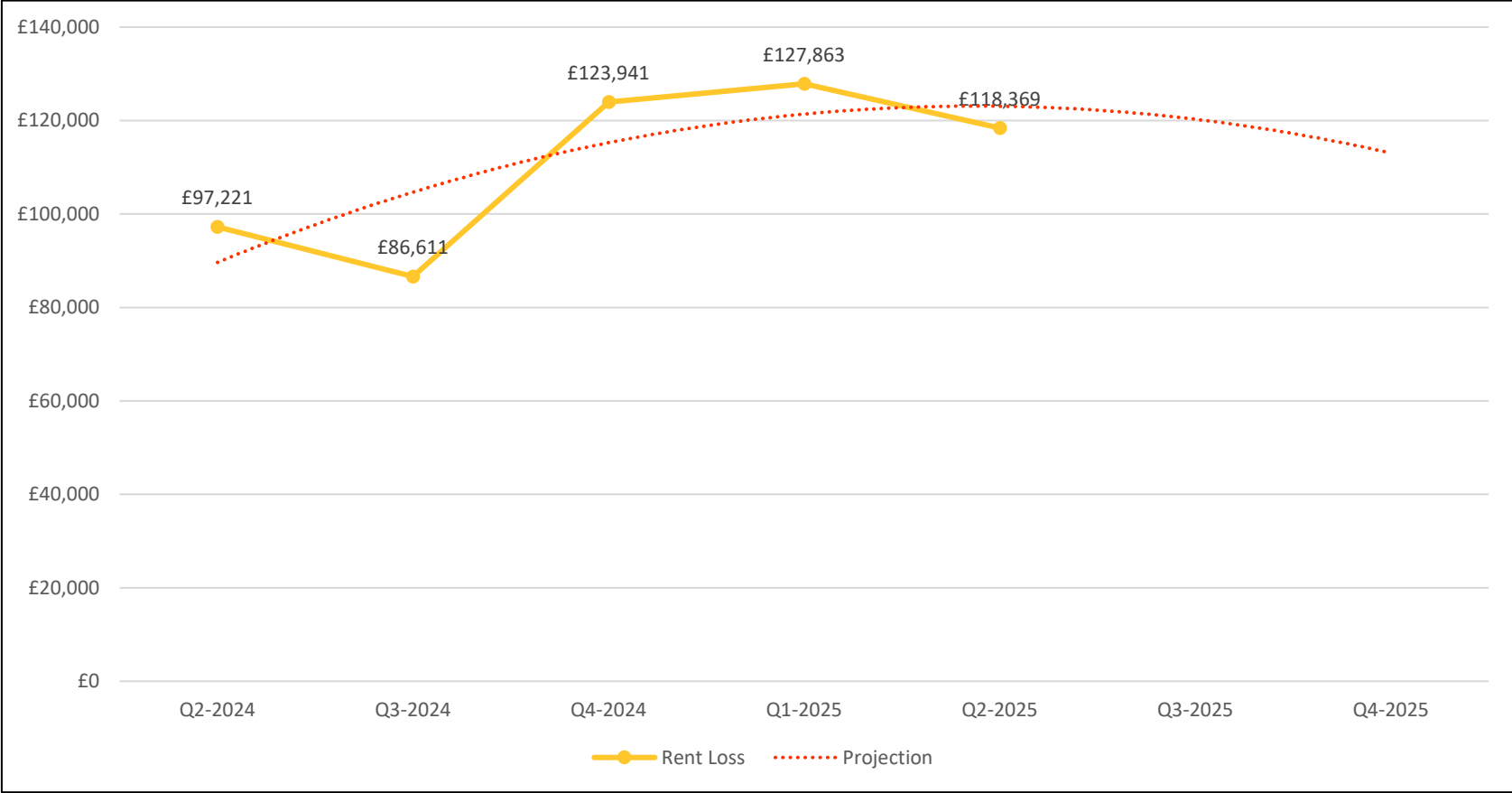
## Void Properties:- Re-let times (Rolling Average)

Average time taken to re-let local authority housing in days (General Needs properties only)



Q2 performance was 39 days against a 24-day target — a slight improvement on Q1, but further progress is needed to meet expectations.

# Rent loss from vacant homes



# Factors affecting Relet (voids) performance

## **Property condition**

Over the quarter many properties came back to the voids team in poor condition and required full decoration by contractors

Delays from the OT assessment are still impacting turnaround

One property had a major flea infestation which proved very difficult to eradicate

## **What are we doing?**

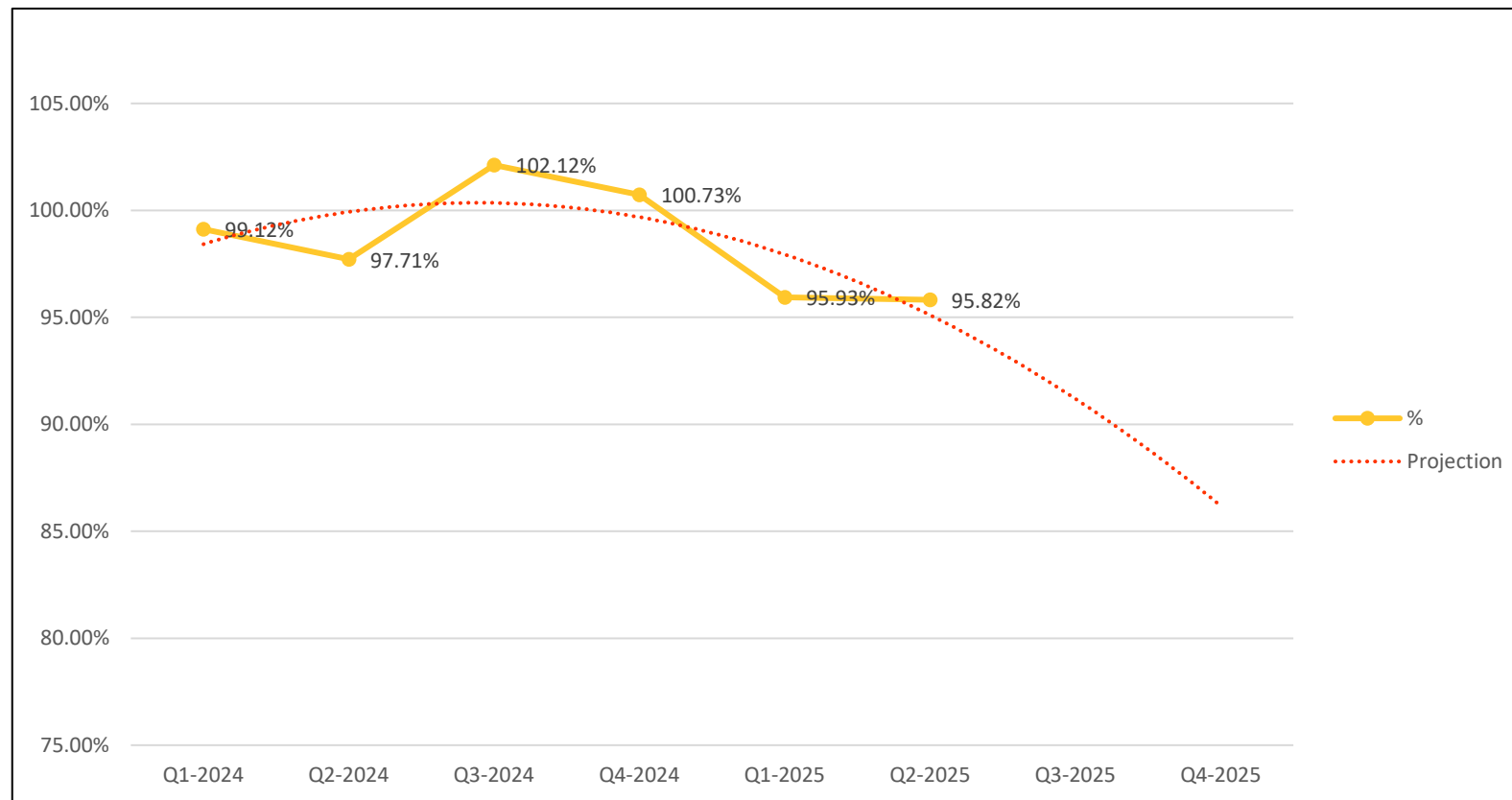
As mentioned in the previous quarter we are encouraging Neighbourhood Officers to carry out a tenancy visit 12 days prior to the tenancy end date so the void team are aware prior.

## **How are we doing?**

Performance is steadily improving and with the restructure of the repairs team it is anticipated to carry on in this trajectory

## Rent Collection

### Proportion of rent collected (BURY properties only)



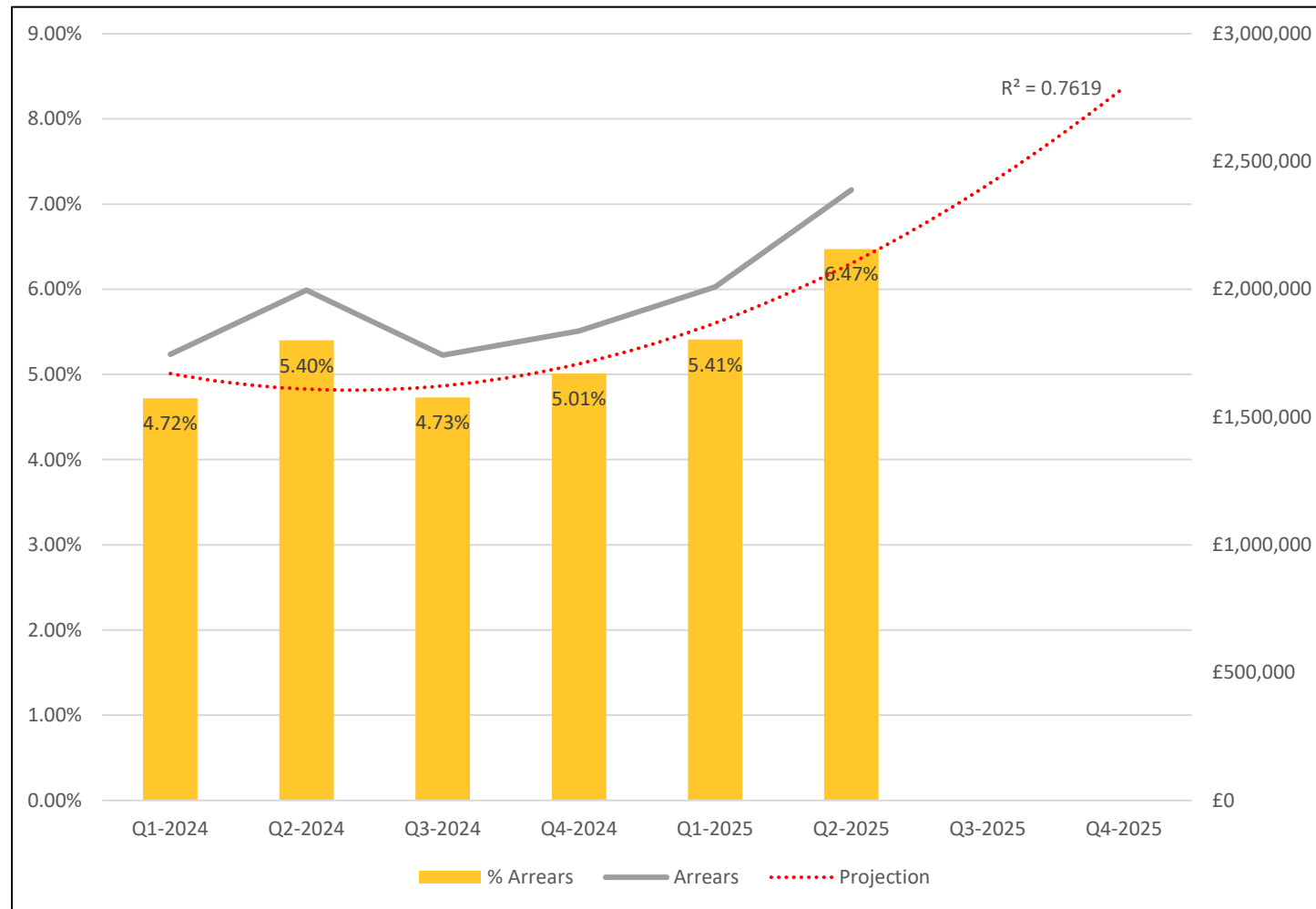
Current target is 99.5% with a YTD collection rate of 95.82%. When this percentage drops arrears increase. When comparing ourselves to our peers we can see that this collection is an average.



# Rent Collection

- Rent collection continues to be a challenge and factors impacting collection rates this quarter include the service restructure. This involves training new staff to provide more capacity to the rent collection function.
- The implementation of a new caseload manager “Voicescape” is well under way with an anticipated go live in November. A new draft debt recovery policy will be completed for review in the next quarter.
- The seasonal increase in arrears is anticipated to reduce by the end of Quarter 3
- Hubs are being set up in regional locations. Our Resident Support Hub at Prestwich Library is now open, with further sites in Bury, Ramsbottom, Radcliffe and Whitefield to follow.
- The Resident Support Hubs provide face to face support to residents for all things welfare and collection. Prestwich has been live for 3 weeks and analysis will be completed and reported as the service is more established.
- New target for arrears as a proportion of rent roll (4.5% from April 25 on) is to reflect current economic environment and challenge as well as a more realistic target and provide opportunity to begin more incremental year on year improvements.

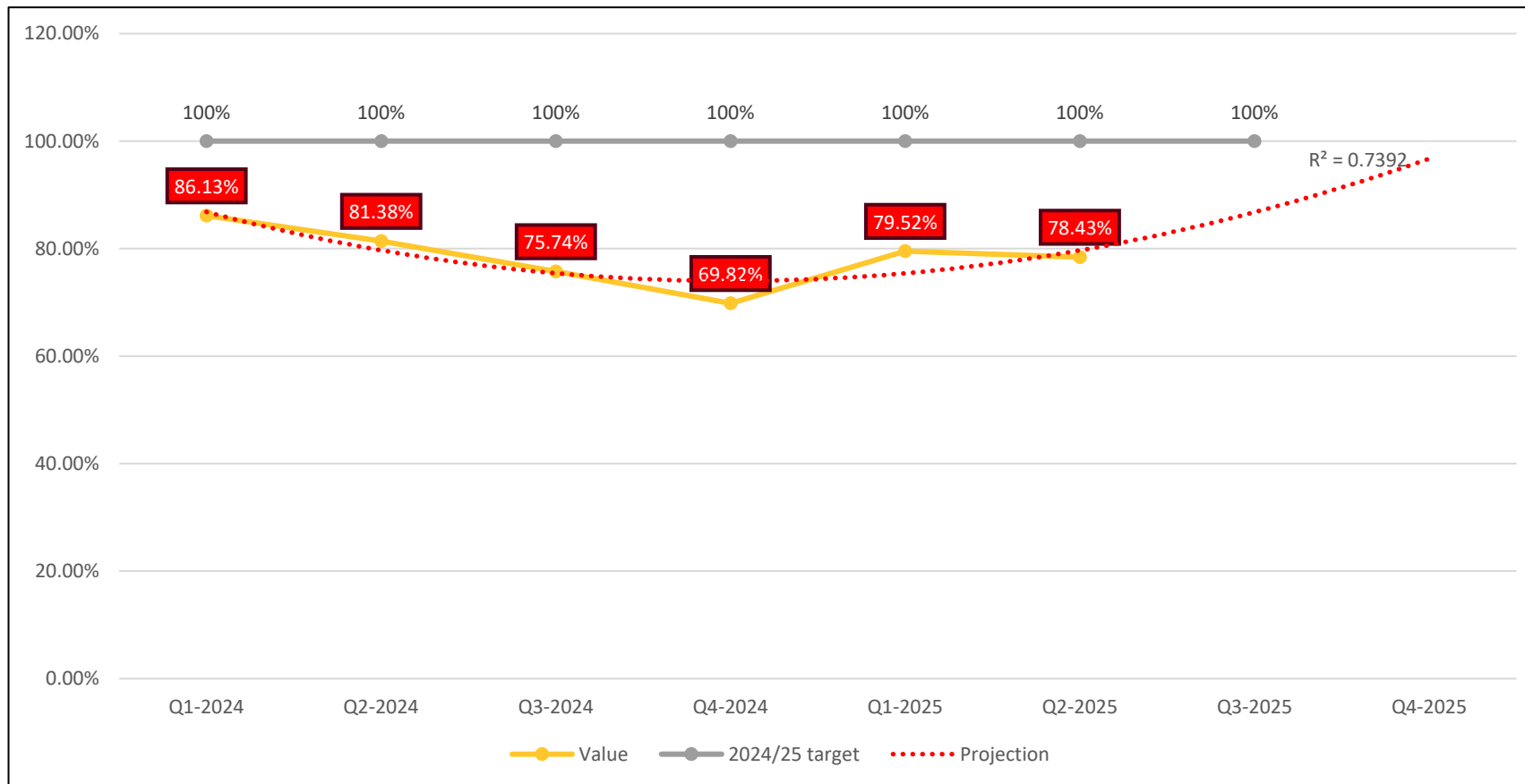
# Total rent arrears (Bury Council Stock)



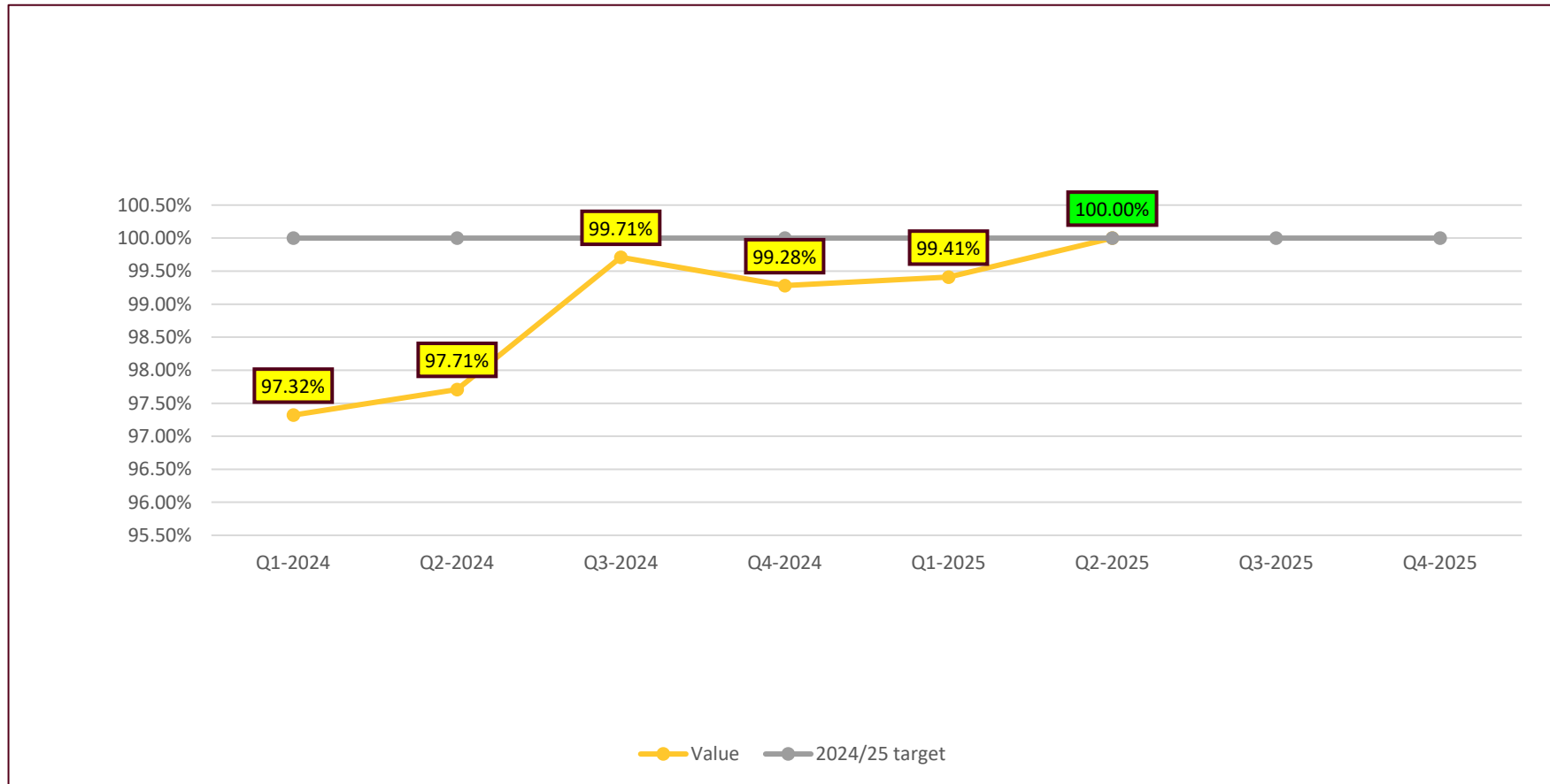
Current target is 4.5% with a 24/25 YTD performance figure of 6.47%. Our current performance is slightly above the average when compared to GMHP benchmarks.

AVERAGE	MINIMUM	MAXIMUM
4.95%	4.5%	7.03%

## Percentage of non-emergency repairs completed within the landlord's target timescale



## Percentage of emergency repairs completed within the landlord's target timescale



# Repairs performance

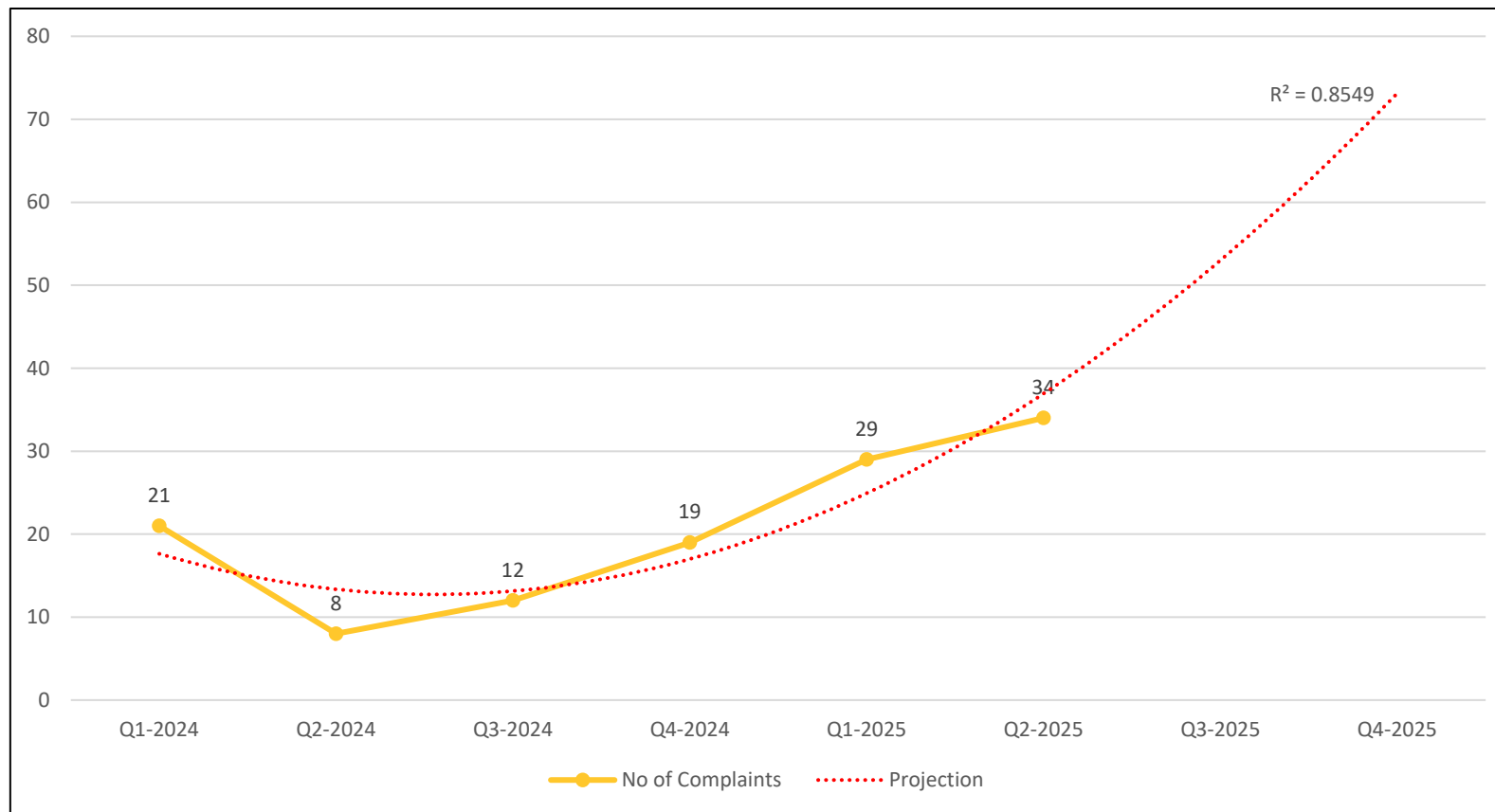
## **Factors impacting performance:**

- Too many jobs are being generated as emergencies when they should be urgent or even routine.
- Aging stock and limited budgets
- Higher than average sickness levels
- Impress stock mismatch between stock required vs stock in stores

## **Steps being taken to improve performance:**

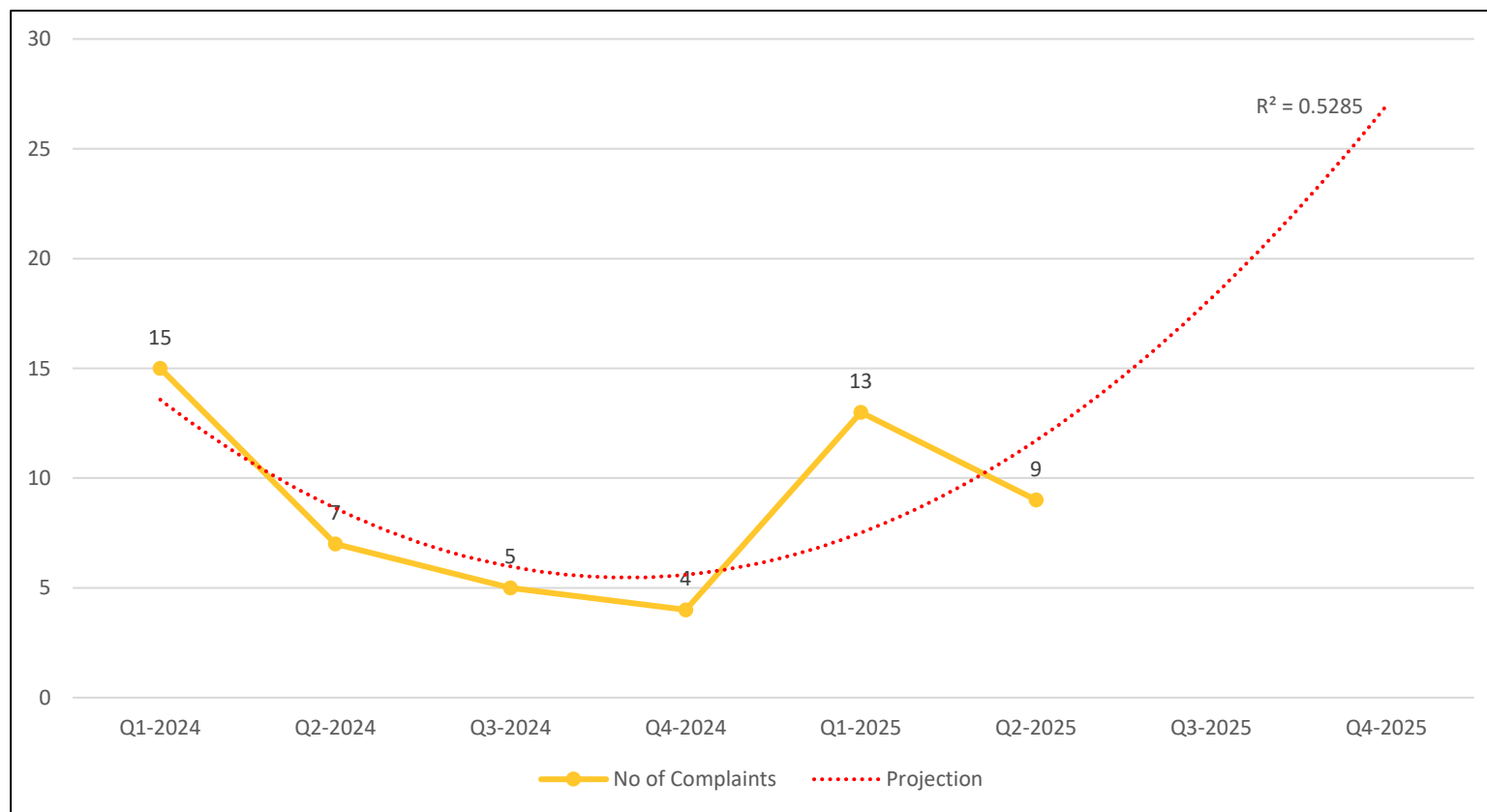
- Permanent Head of Repairs to start November
- Analysis of why emergency jobs are being classified incorrectly has commenced, this will result in training for contact Centre Staff.
- Operators now require supervisors' permission to create a follow-on job.
- All sickness trigger are being managed within HR processes.
- Workshop with Stores is planned for October to address and resolve any outstanding issues.

## Number of complaints - Stage 1



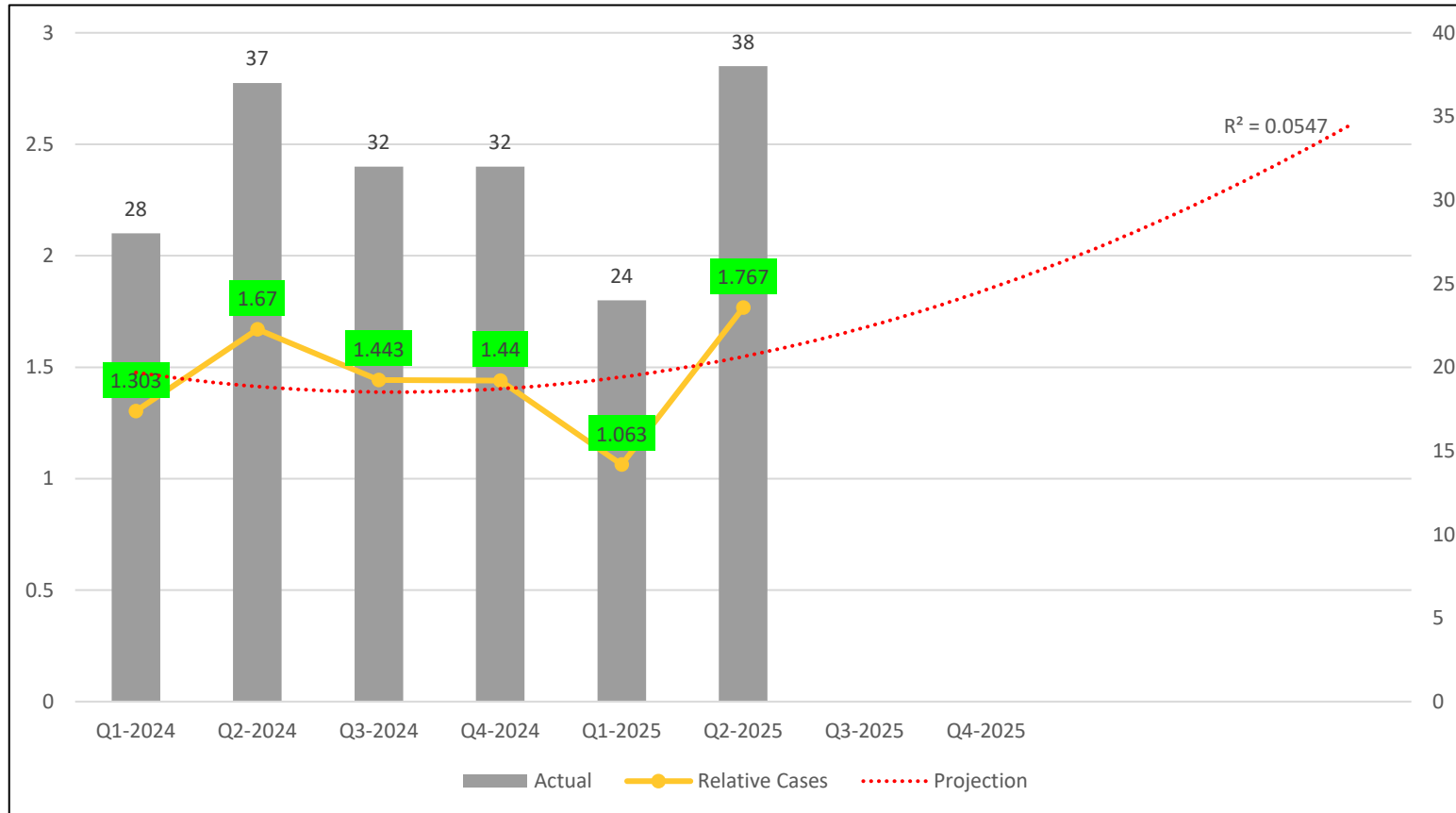
Total stage 1 complaints received Q2: 34  
Total stage 1 complaints received Q1: 29  
The increase is positive (previously underreporting) and improved logging, creation of clear staged process maps.

## Number of complaints - Stage 2



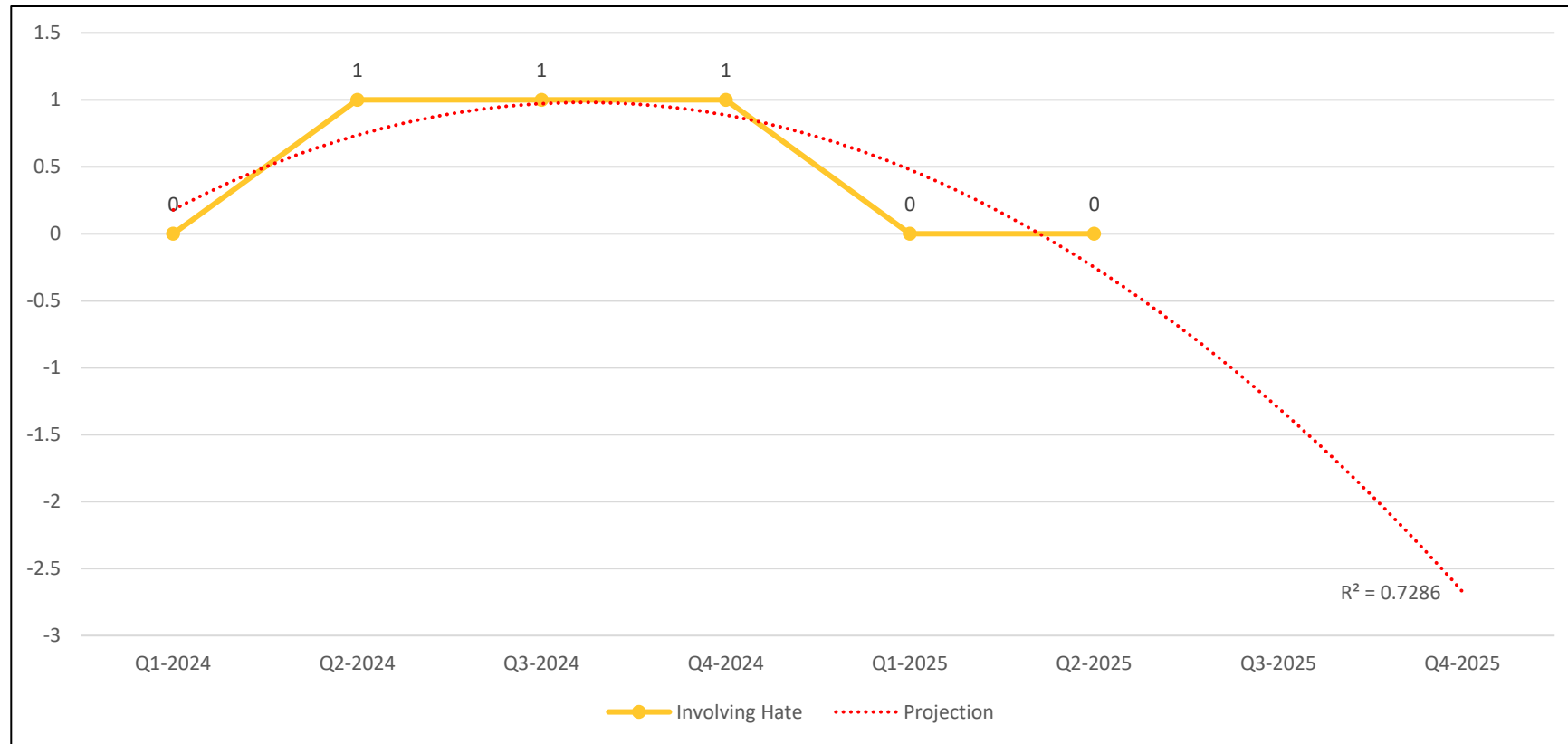
Total stage 2 complaints received Q2: 9  
Total stage 2 complaints received Q1: 13.  
We have seen an increase in complaints but less have escalated to stage 2 this quarter.

## Anti-social behaviour cases relative to the size of the landlord

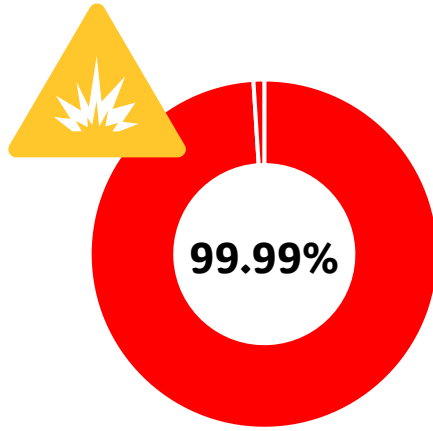




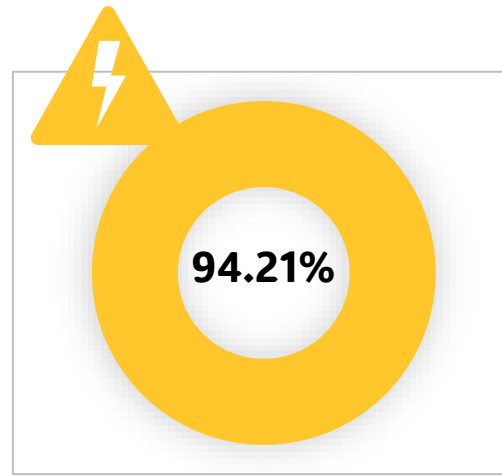
## Anti-social behaviour cases that involve hate incidents



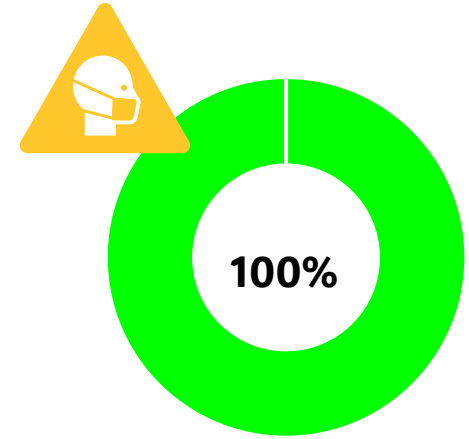
# COMPLIANCE MEASURES



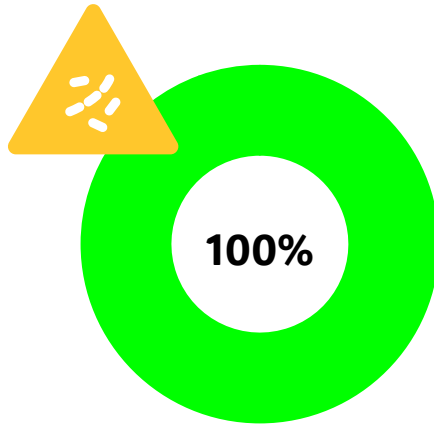
GAS CHECKS



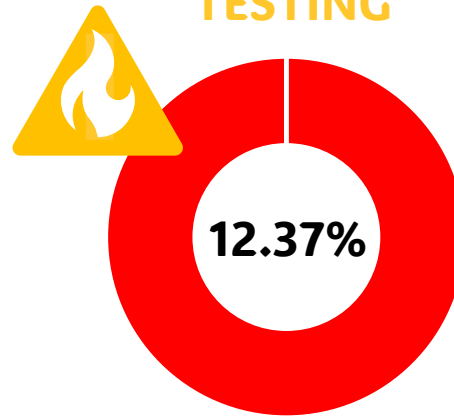
ELECTRICAL TESTING



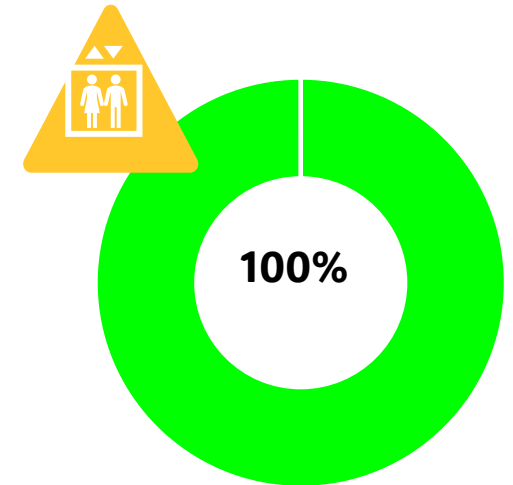
ASBESTOS CHECKS



LEGIONELLA CHECKS

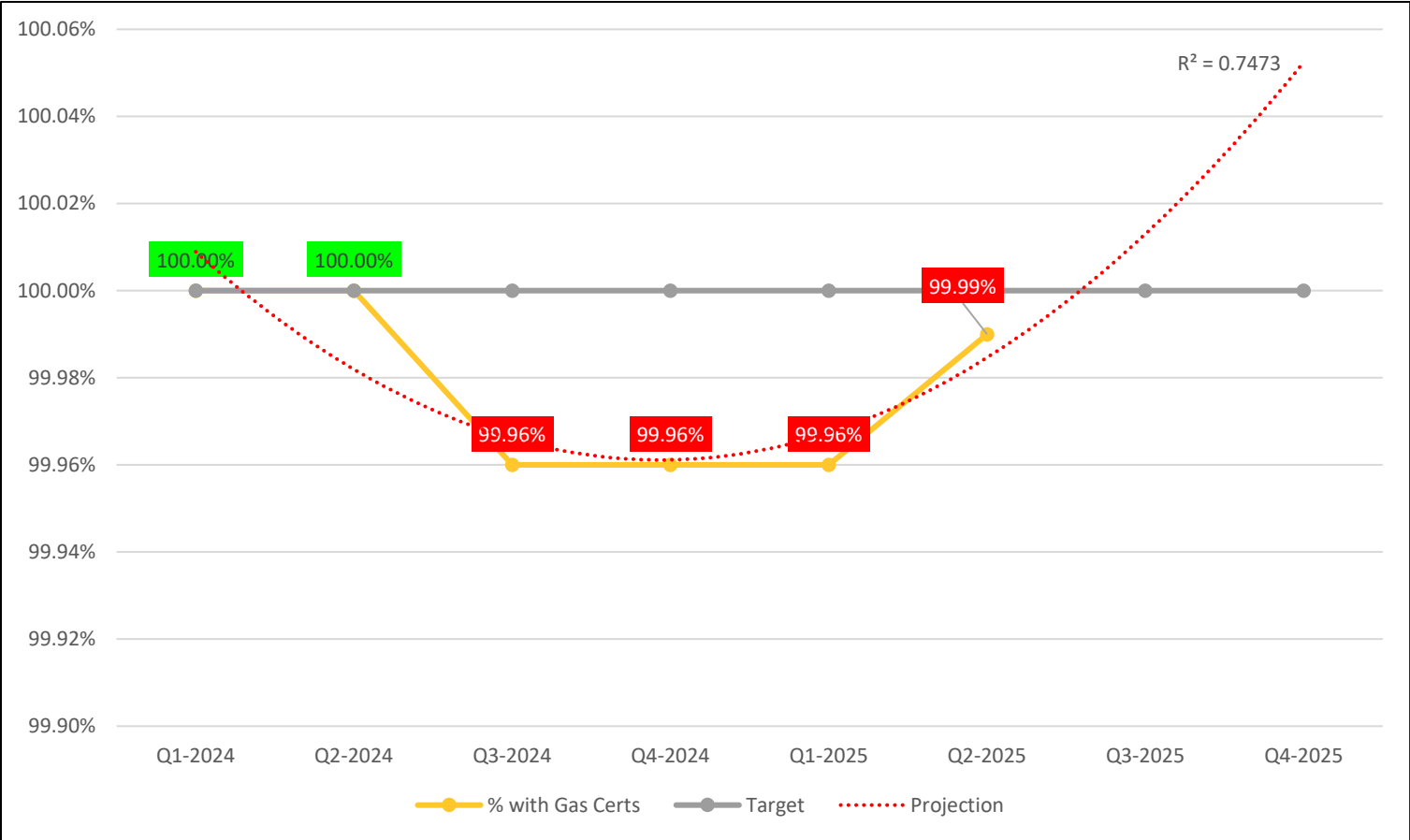


FIRE RISK ASSESSMENTS



LIFT TESTING

# Gas Compliance

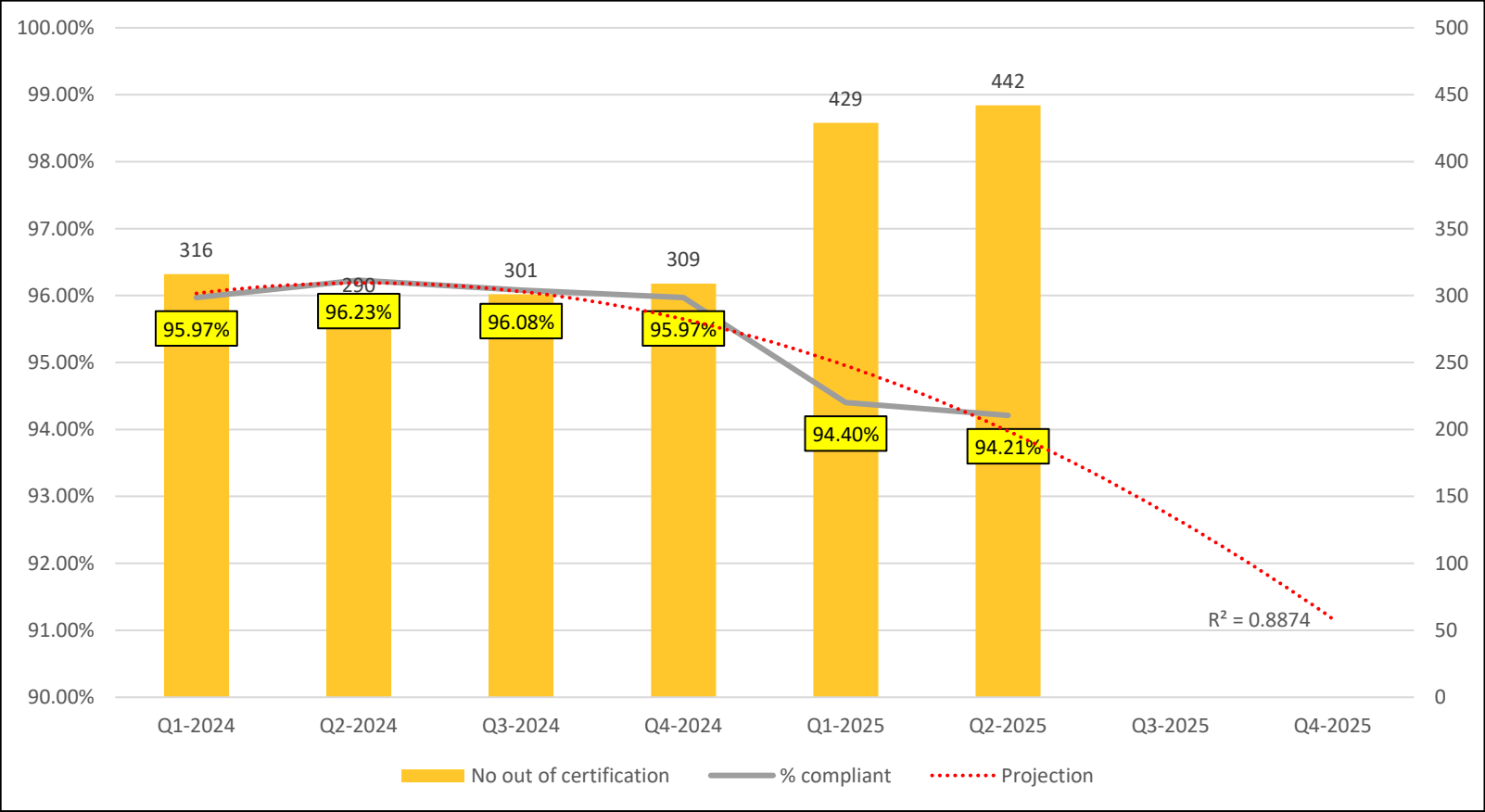


Q2 performance- 99.99%  
Q1 performance – 99.96%  
This % equates to 1 property outside of compliance.

# Gas Compliance

1 property requiring legal enforcement for access, primarily due to tenant having mental health challenges, complicating legal injunction enforcement and requiring court action.

# Electrical Testing



# Electrical Testing

## **Access Challenges & Overdue EICRs**

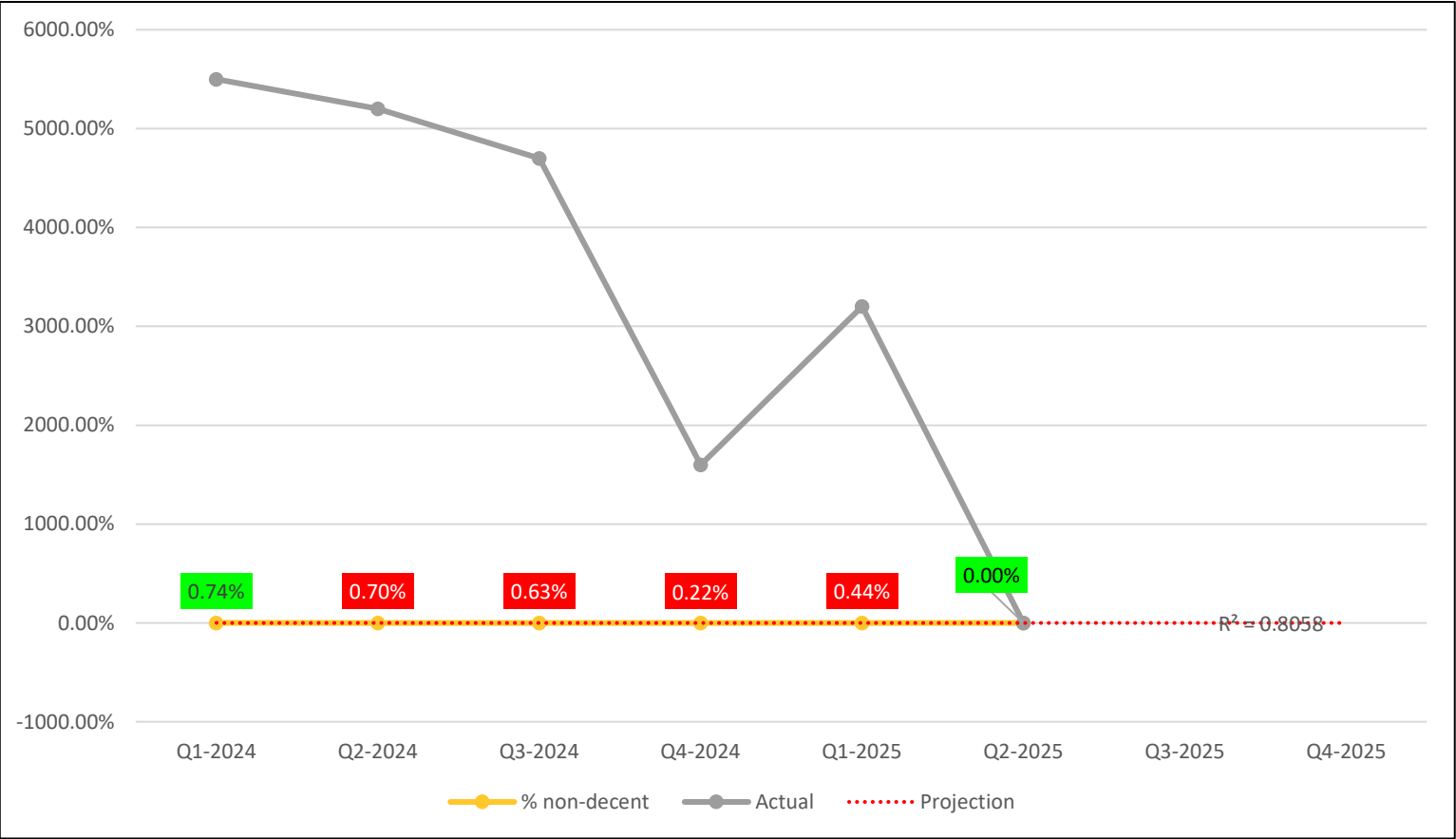
As of the end of September 2025, 442 properties remain without a 5-year certificate. This is mainly due to ongoing access challenges. This represents a significant improvement from the 2,220 overdue properties recorded in October 2023. Each of the remaining properties has been subject to at least three attempted visits and three missed appointments. Despite these efforts, gaining access continues to be a barrier. Further collaboration with Neighborhoods is helping us to understand any further tenant vulnerabilities and explore supportive interventions prior to considering enforcement action. Legal processes also present cost and volume constraints, which must be factored into future planning. Additionally, the number of overdue EICRs may temporarily increase due to ongoing database reconciliation efforts.

## **Historic Data Integrity Issues**

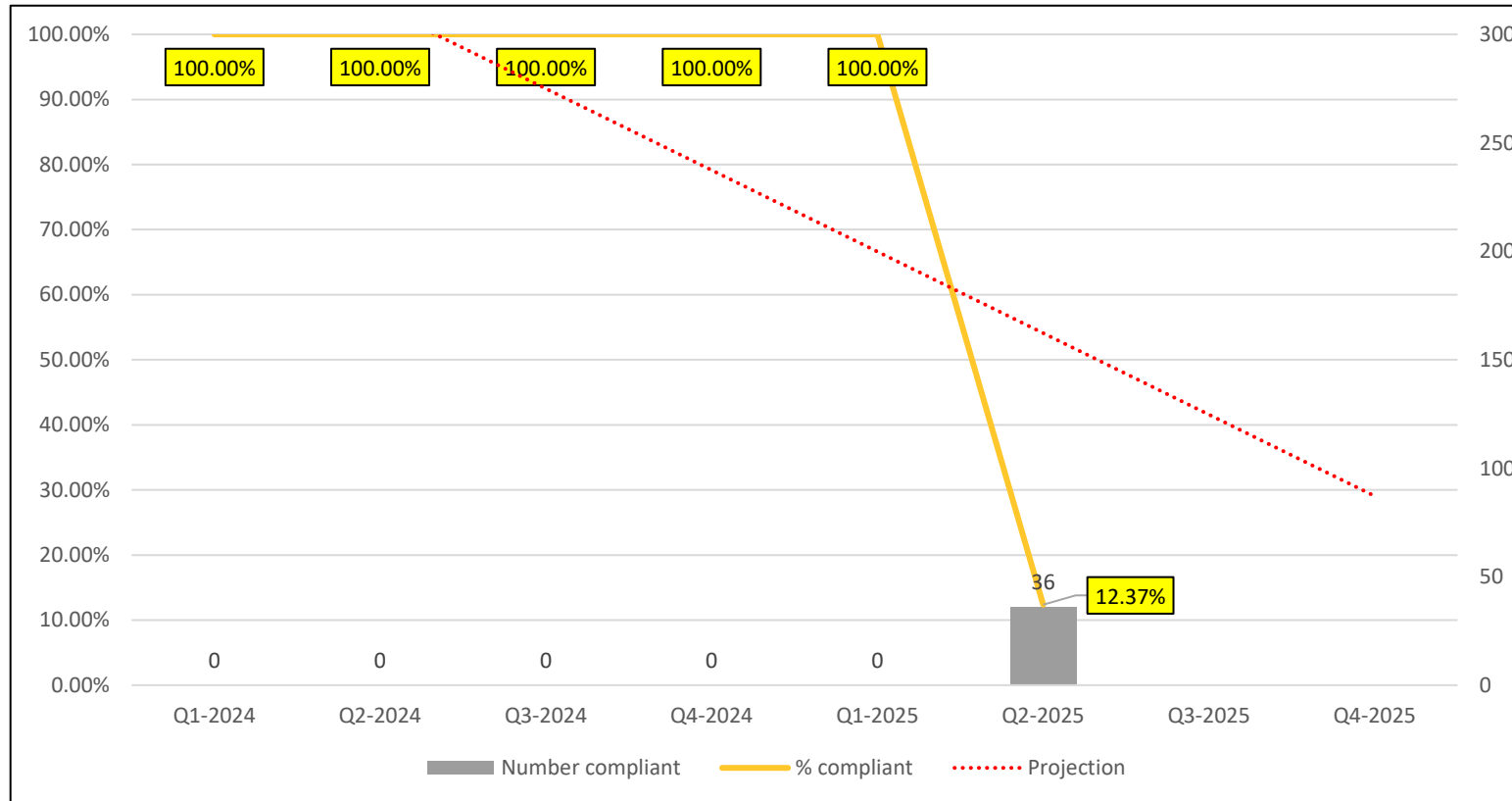
An audit conducted in January 2025 identified discrepancies in historic EICR records (pre-October 2023), including cases where unsatisfactory certificates were incorrectly recorded as compliant. As a result, only moderate assurance could be provided for the accuracy of historic data. In response, an improvement plan has been initiated, which includes the ingestion of all historic certificates from NICEIC and prioritisation of properties previously flagged as unsatisfactory. This work is expected to strengthen data integrity and support more robust compliance reporting going forward. In addition, we have identified an area where we have not located certificates from Capital works schemes which may also increase our figures should we not be able to locate the document.

# Legionella Checks

Regulatory



# Fire Safety Checks



Quarter2 36 FRA's out of 291 compliant = 12.37% compliance.  
**Assessment Completion Status (as of 31/10/2025)**

- 122 assessments completed to date.
- Estimated completion date for the remaining assessments: **end of December 2025.**



## Fire - Outstanding Recommendations

- Outstanding recommendations were not being correctly classified – originally recorded as recommendations rather than actions
- The revised figure now encapsulates ongoing remedial work from the original surveys
- The remedial work is currently being carried out by the contractors HPH and Frank Rogers.
- The risk for the remedial work is low as there is mitigation in place as the two contractors are still onsite and responsive to any issues that may arise
- The priorities are the sheltered/extra care blocks (which are close to completion)

# Outstanding Remedial Actions

Frank Rogers GENERAL NEEDS BLOCKS Progress Figures - Monthly to date 22.09.25					
Category	Total	Complete	Outstanding	% O/S	Comments
Doors	2063	1214	849	41.15%	No Access and awaiting spec & costs
Lofts	275	202	73	26.54%	No Access
Communals	275	181	94	34.18%	Ongoing
Signage	275	146	129	46.90%	Ongoing
HPH SHELTERED BLOCKS Progress Figures - Monthly to date 22.09.25					
Doors	15	13	2	13.33%	Ongoing
Lofts	15	11	3	20%	1-Ongoing 2-Delays
Communals	15	11	3	20%	
6 Knowsley Place					On housing list but passed back to Facilities
FIRE RISK ASSESSMENT Progress Figures to 22.09.25					
FRA's	291	36	255	87.62%	

# Homes that do not meet the Decent Homes Standard

