

Housing Services Quarterly Report.

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Data as: Q3 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

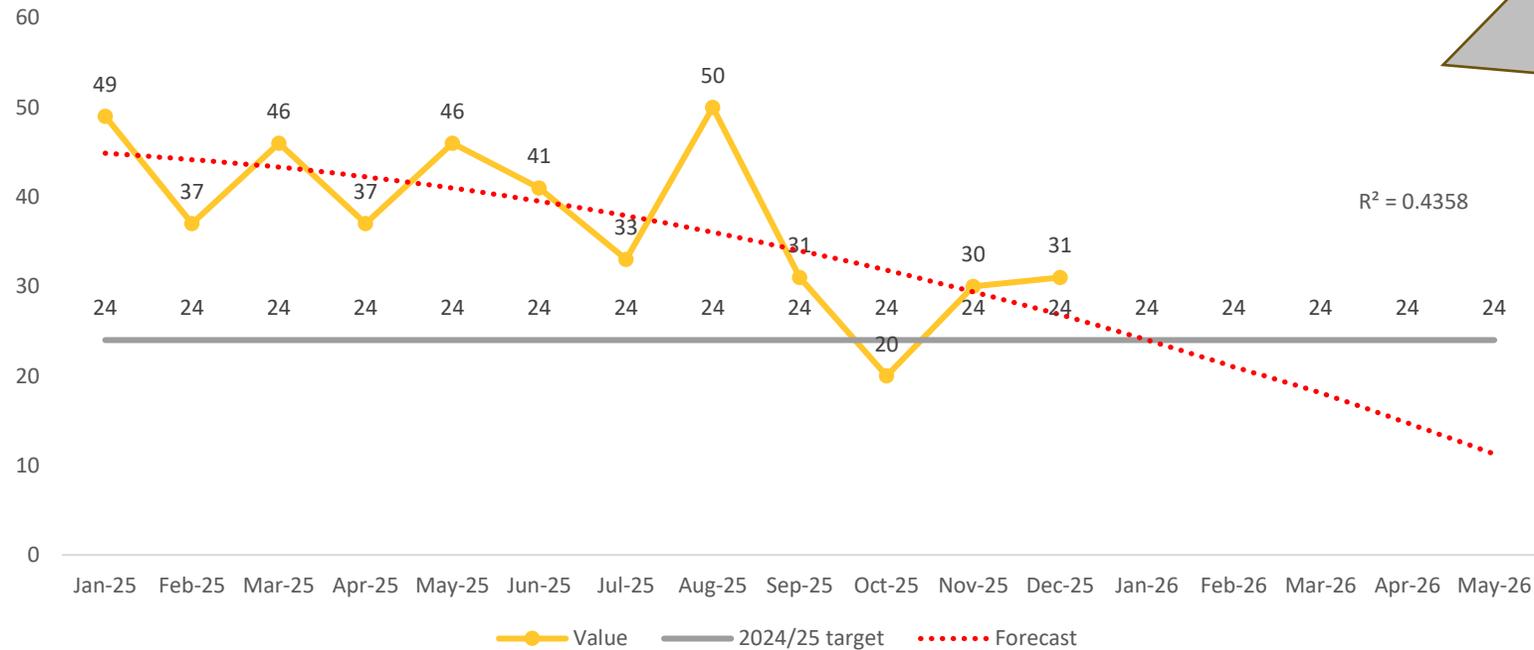


Performance forecasts for the next two quarters

- 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)

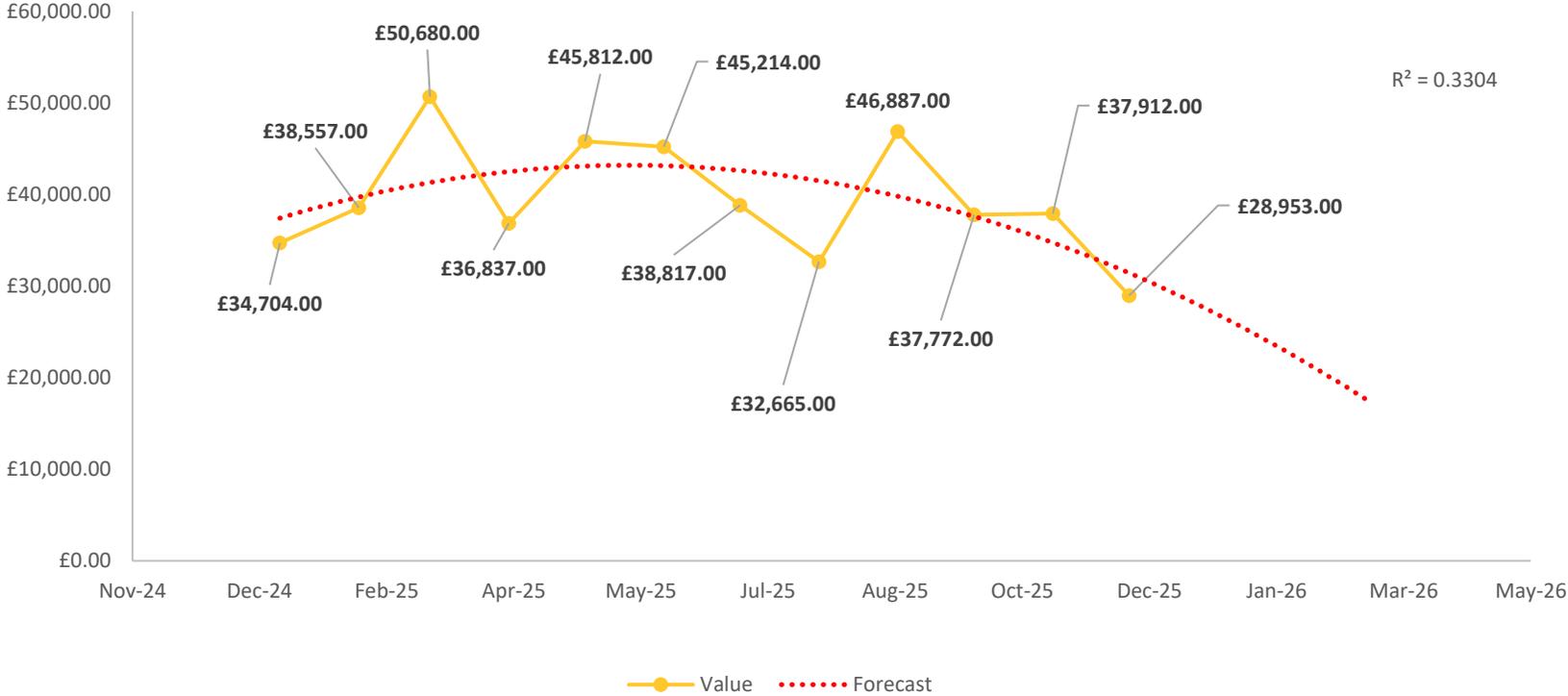
Average time taken to re-let local authority housing in days (General Needs properties only)



Q3 average performance was 27 days against a 24-day target — another improvement on Q2, which aligns with the forecast trend. Performance improvements will need to be sustained to reach the target figure of 24 days

Rent loss from vacant homes

Rent loss from vacant LA homes



Factors affecting Relet (voids) performance

Property condition

The quarterly performance reflects the seasonal impact of the Christmas period, during which void activity typically pauses for nearly two weeks, significantly affecting turnover. Six properties were let to care leavers during this period. These allocations require higher specification standards and greater flexibility around sign-up dates to ensure properties are fully prepared and that care leavers receive the necessary support, which can extend letting times.

What are we doing?

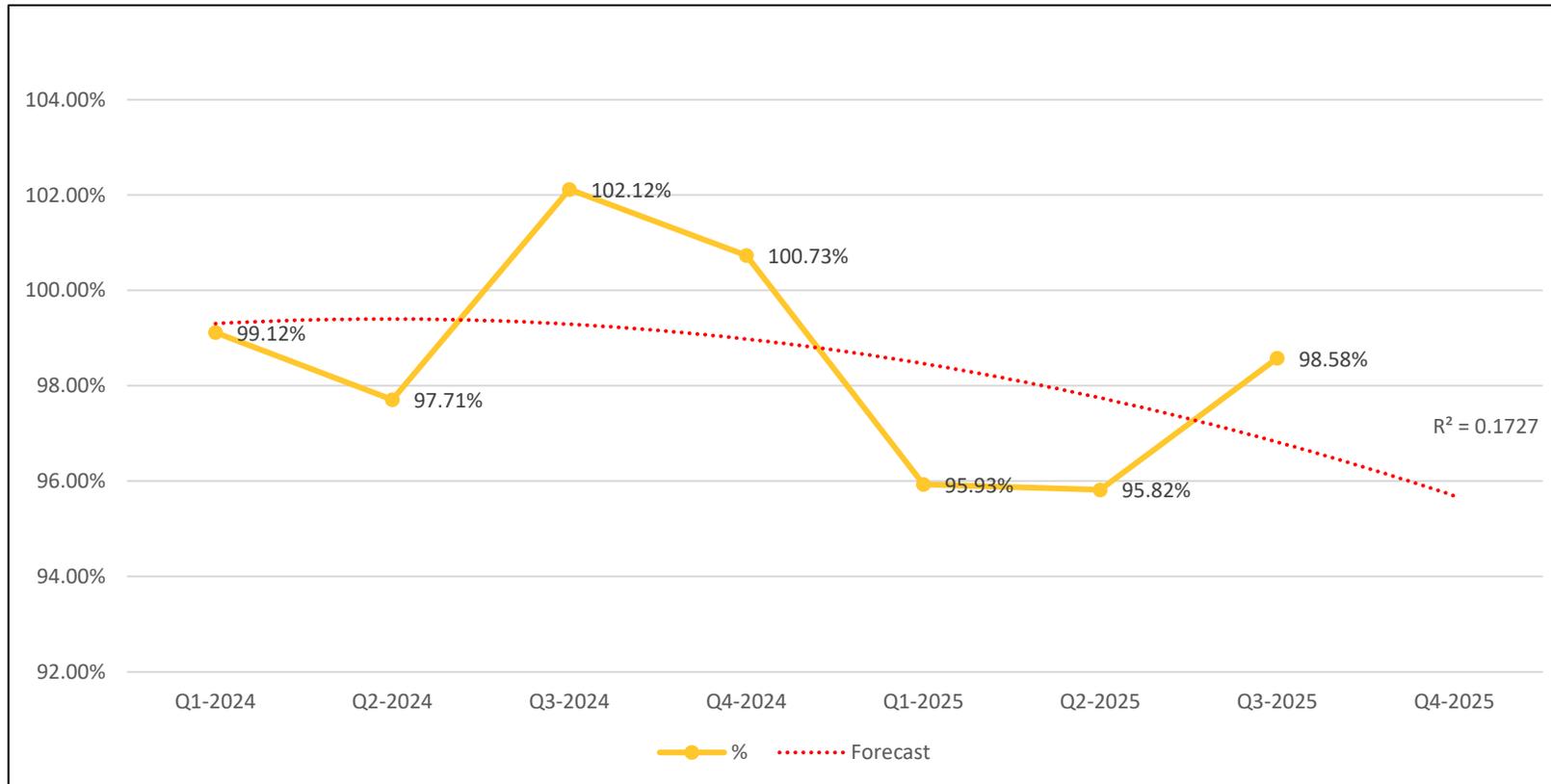
We continue to develop a more robust approach to tenancy visits to give us more awareness of poorer properties and deal with this before they present to the void team. Introductory tenancy eight-week visits are currently tagged to the Void period and not the tenancy in QL . This means some actions to instigate a visit can be missed as they are not apparent to the housing officers. We have requested that this be modified so that the housing officers receive a flag directly to their work trays.

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. The teams will continue to reduce performance by meeting weekly and prioritise those with an applicant ready to sign.

Rent Collection

Proportion of rent collected (BURY properties only)

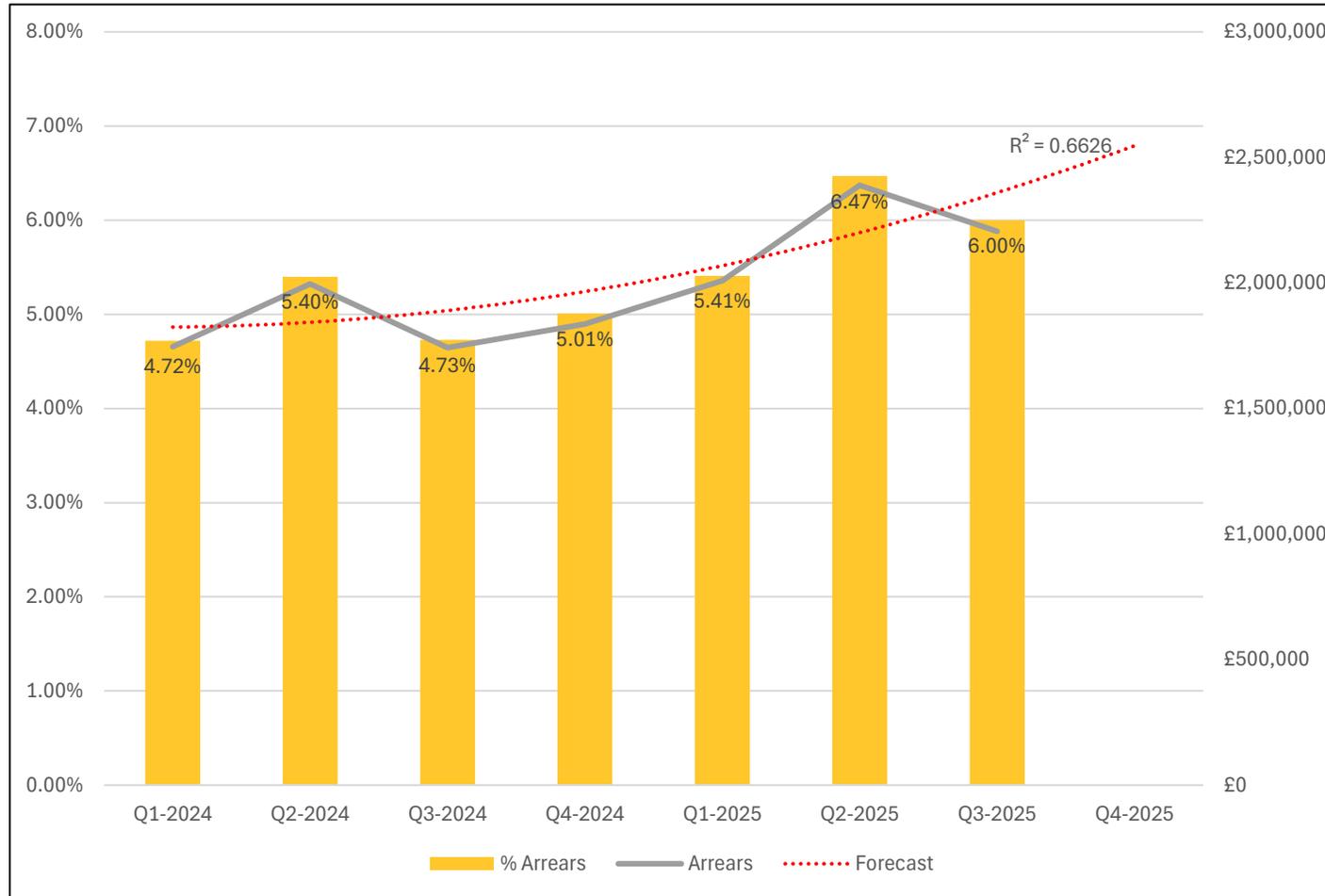


Current target is 99.5% with a YTD collection rate of 98.58%. When this percentage drops arrears increase. When comparing ourselves to our peers we can see that this collection is an average.

Rent Collection

- Work has continued on our caseload manager system, and this has now gone live from 23/12/2025. This allows us to risk assess each case and create a priority order for contacting tenants. We're now in phase 2 of our Voicescape build, adding automated calls and texts to reduce officer contact and free up time for higher-priority cases.
- Over the last four months, we recruited and trained five new team members, including four officers who handle debt cases up to court action.
- The seasonal increase in arrears is anticipated to reduce by the end of Quarter 3

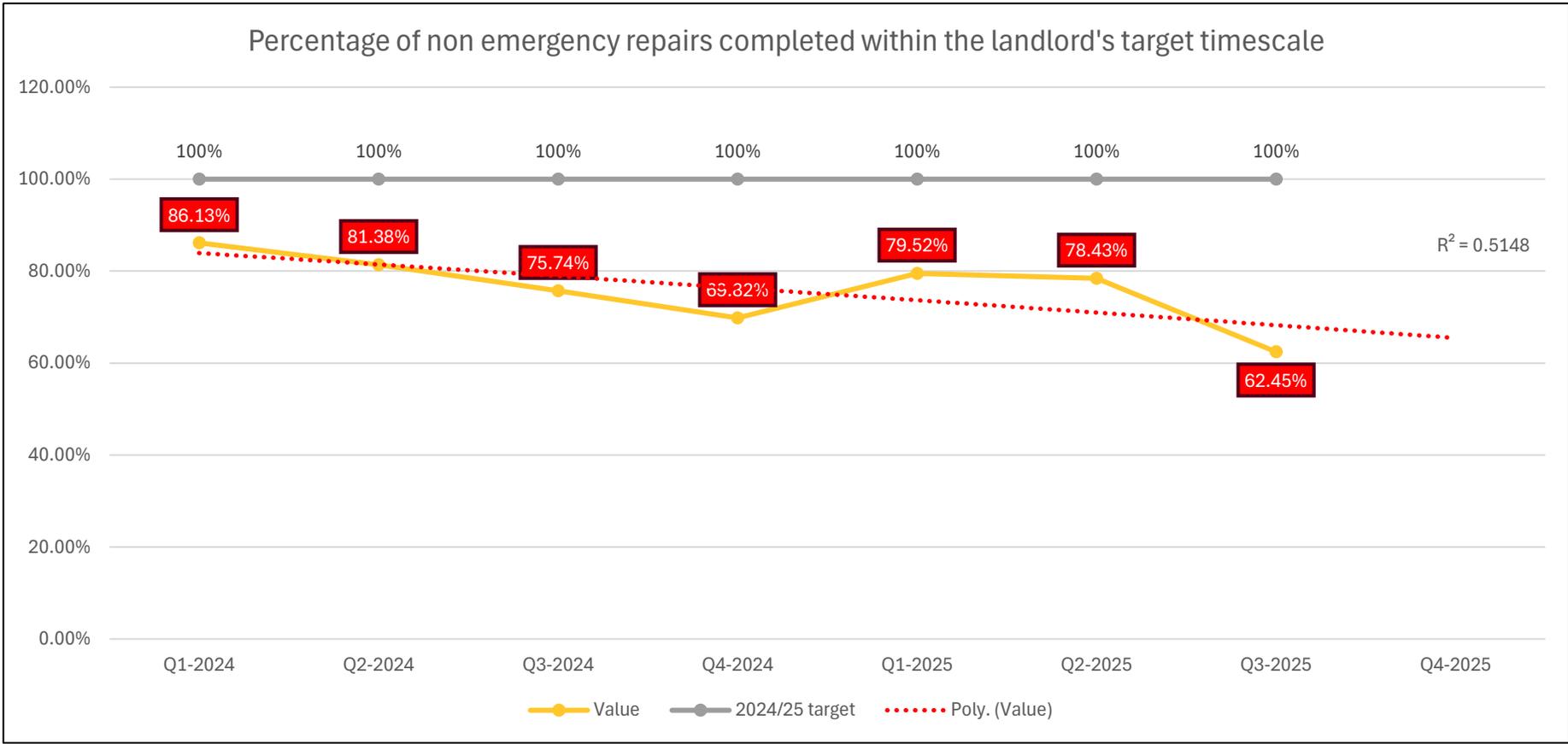
Total rent arrears (Bury Council Stock)



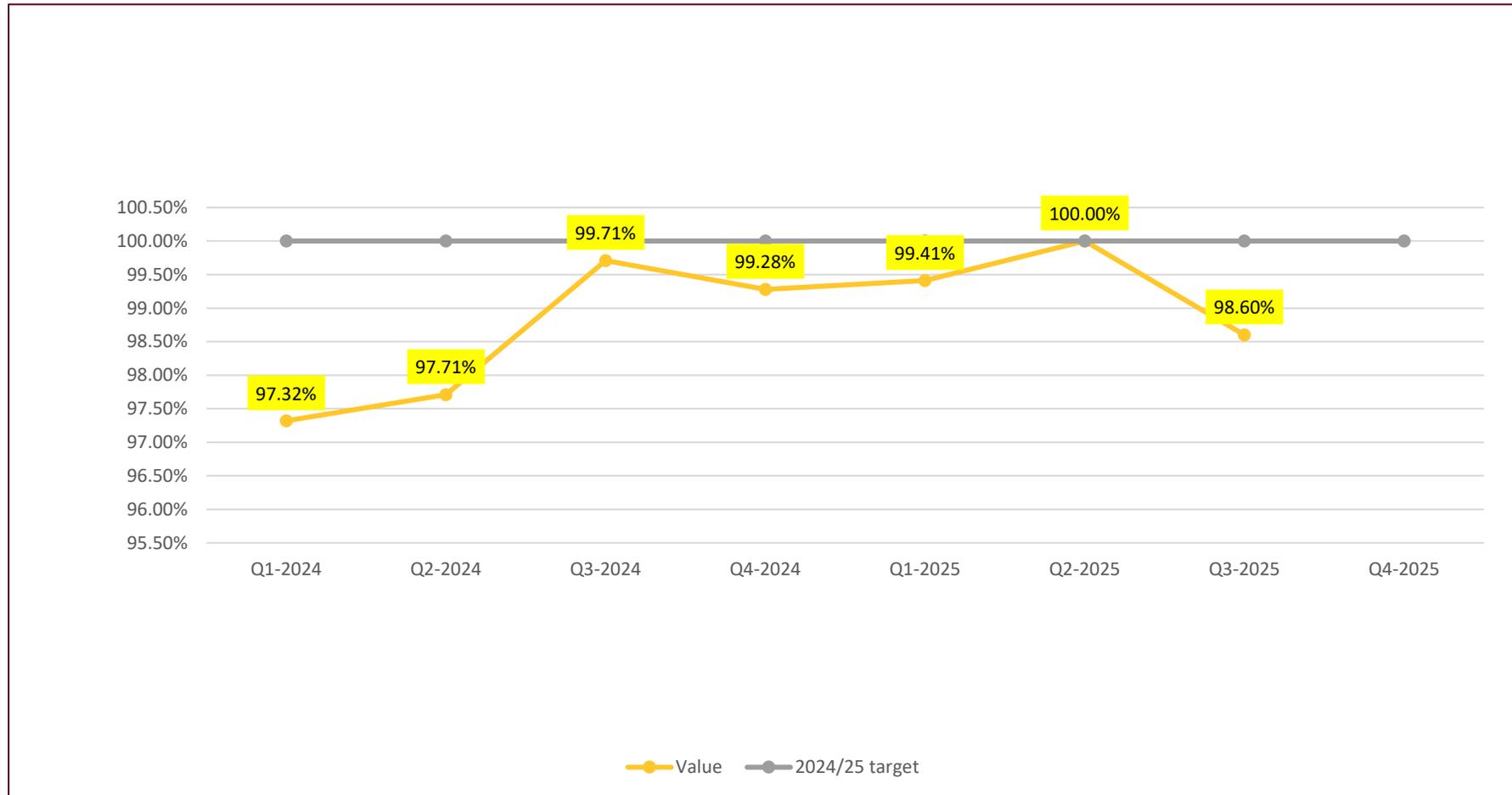
Current target is 4.5% with a 25/26 YTD performance figure of 6.00



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/ Steps being taken to improve performance

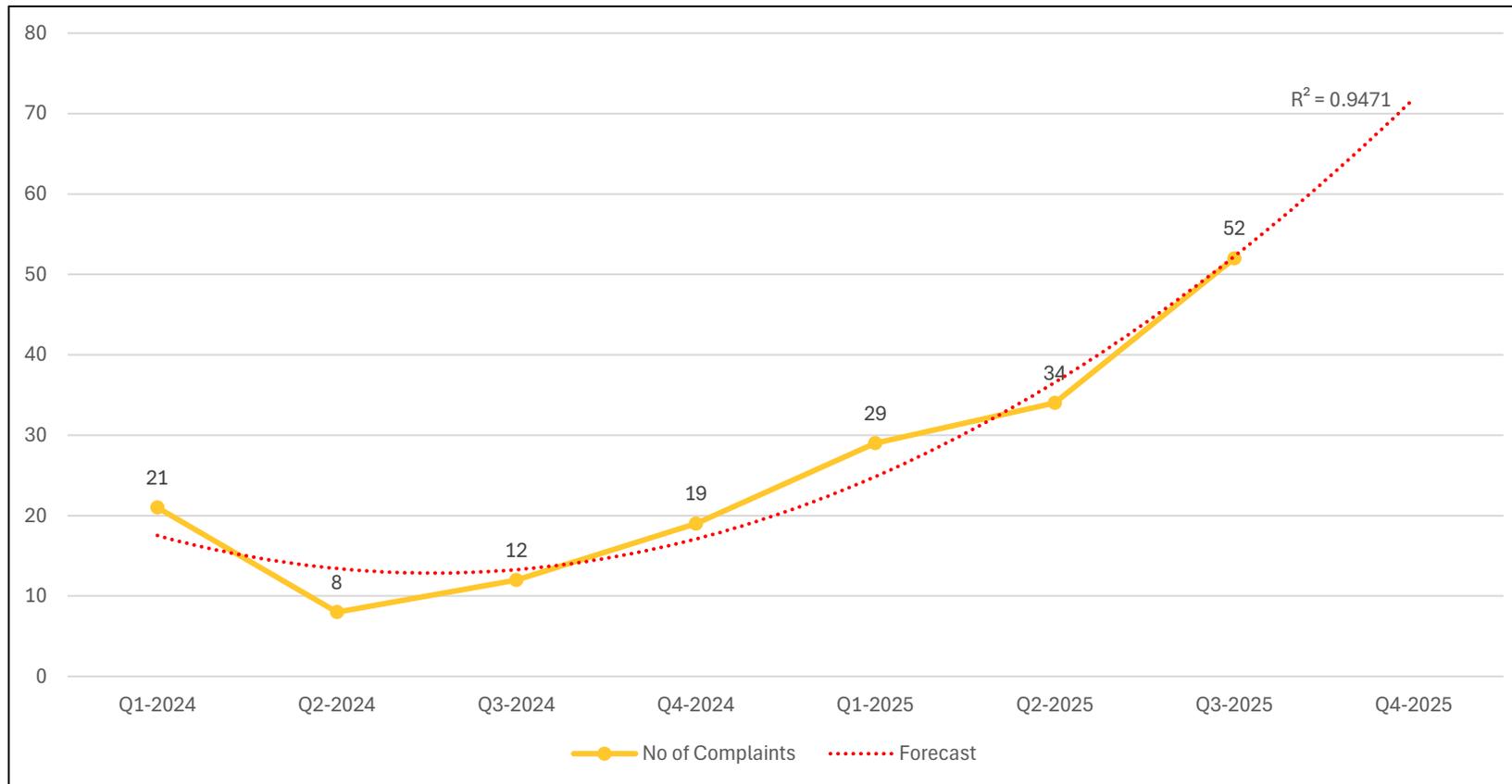
Percentage of non-emergency repairs completed within the landlord's target timescale

The drop in non-emergency repairs completed within target from 78% in Q2 to 62% in Q3 was influenced by several operational and seasonal factors. December's festive shutdown reduced available working days, creating a shorter window to complete routine repairs and increasing pressure on appointments immediately before and after the break. Performance was also affected by staffing changes, including experienced operatives leaving the service and others moving into newly created or vacant supervisory roles. While positive for succession planning, these transitions temporarily reduced frontline capacity and required time for new team members to settle into revised responsibilities. In addition, a change in how work orders are completed and closed down introduced an initial adjustment period, as teams adapted to new processes and quality checks. Combined with higher-than-usual demand leading into winter and the need to manage carry-over jobs, these factors collectively contributed to the decline in performance during Q3.

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

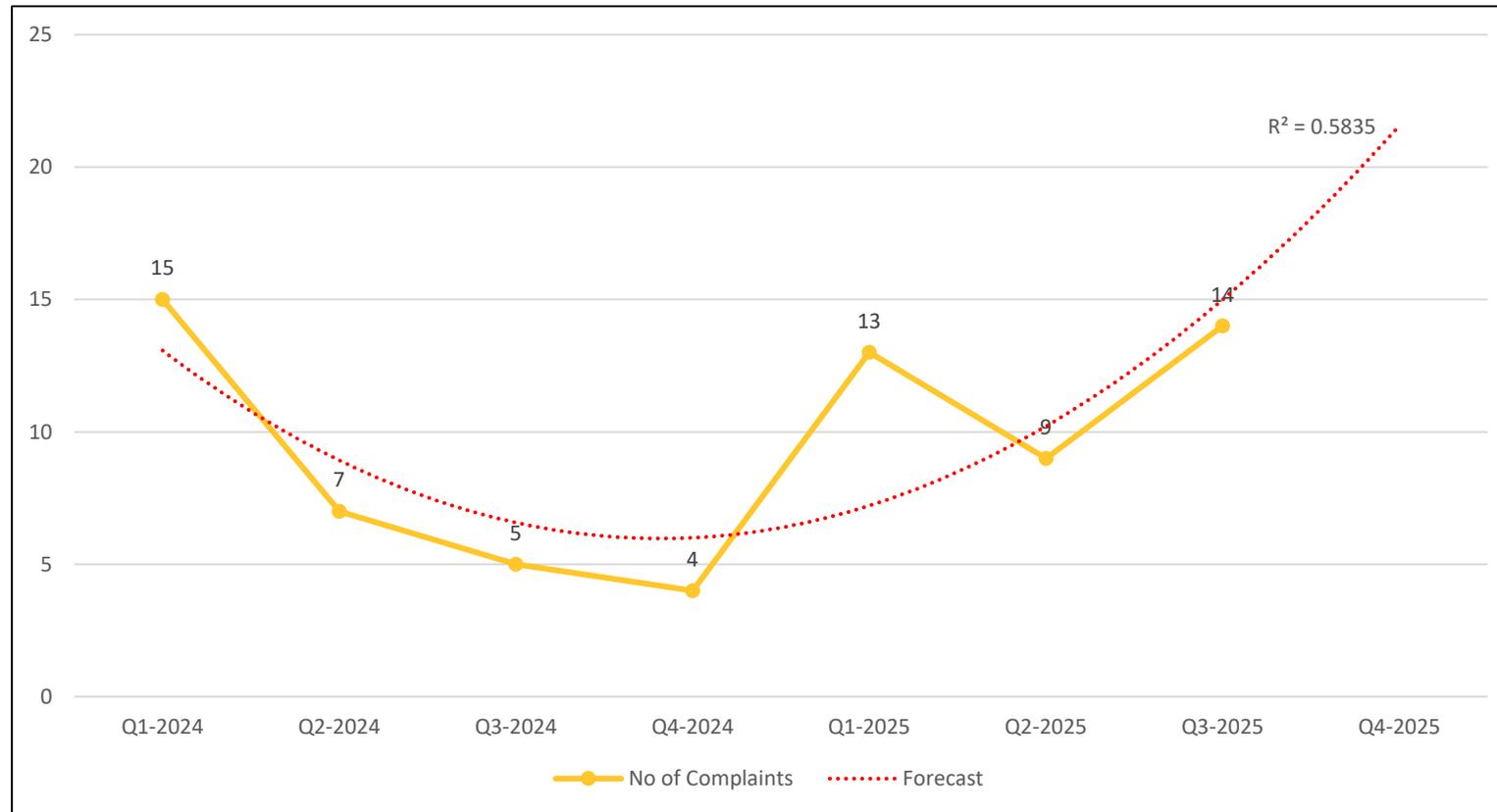
The percentage of emergency repairs completed within the landlord's target timescale reduced slightly from 100% in Q2 to 98% in Q3. This dip was primarily driven by administrative factors linked to how emergency work orders are raised, updated and closed. As processes have tightened to ensure greater accuracy and compliance, a small number of jobs that were completed on time were recorded as late due to administrative delays rather than operational performance. In addition, the introduction of Awaab's Law has increased the level of scrutiny and required response times for certain categories of repairs, particularly those relating to damp and mould. This has created an adjustment period as teams familiarise themselves with new legislative requirements and associated workflows. While the overall reduction is modest, these changes collectively contributed to the slight decline observed during Q3.

Number of complaints - Stage 1



Total stage 1 complaints received Q3: 52
Total stage 1 complaints received Q2:34
The increase is positive (previously underreporting) and improved logging.

Number of complaints - Stage 2



Total stage 2 complaints received Q2: 14
Total stage 2 complaints received Q1: 9
The decrease reflects on the positive management of our Stage 1 complaints

Complaints Performance

Complaint volumes have increased significantly this year, largely due to improved reporting practices and the introduction of a dedicated complaints inbox. Despite this increase, performance has strengthened, escalation rates have reduced, and response times remain high. Capacity issues earlier in the year have now been resolved following induction of new staff, improving resilience.

Complaint Volumes

Stage 1: 143 (up from 62 last year)

Stage 2: 40 (up from 31 last year)

This is a positive position, as we previously saw under-reporting of complaints. The higher Stage 1 volumes alongside slowing escalation rates suggest improved Stage 1 complaint handling and rising tenant confidence in the process. Escalation rates have decreased to 28% from 50% last year.

Next Steps

- Implement Housemark recommendations for Complaint Handling and ASB management.
- Strengthen repairs communication
- Deep dive tenancy management complaints, identify trends and learning.

Complaints Performance

Housing Ombudsman cases

HOUSING OMBUDSMAN SERVICES CASE DECISIONS 25-26	Quarter 1	Quarter 2	Quarter 3	Total to date
Severe Maladministration	0	0	2	2
Maladministration	0	3	3	6
Service Failure	1	0	1	2
Non-Maladministration	2	2	0	4
Reasonable Redress	1	1	0	2
	4	6	6	16(decisions)

Compensation Overview

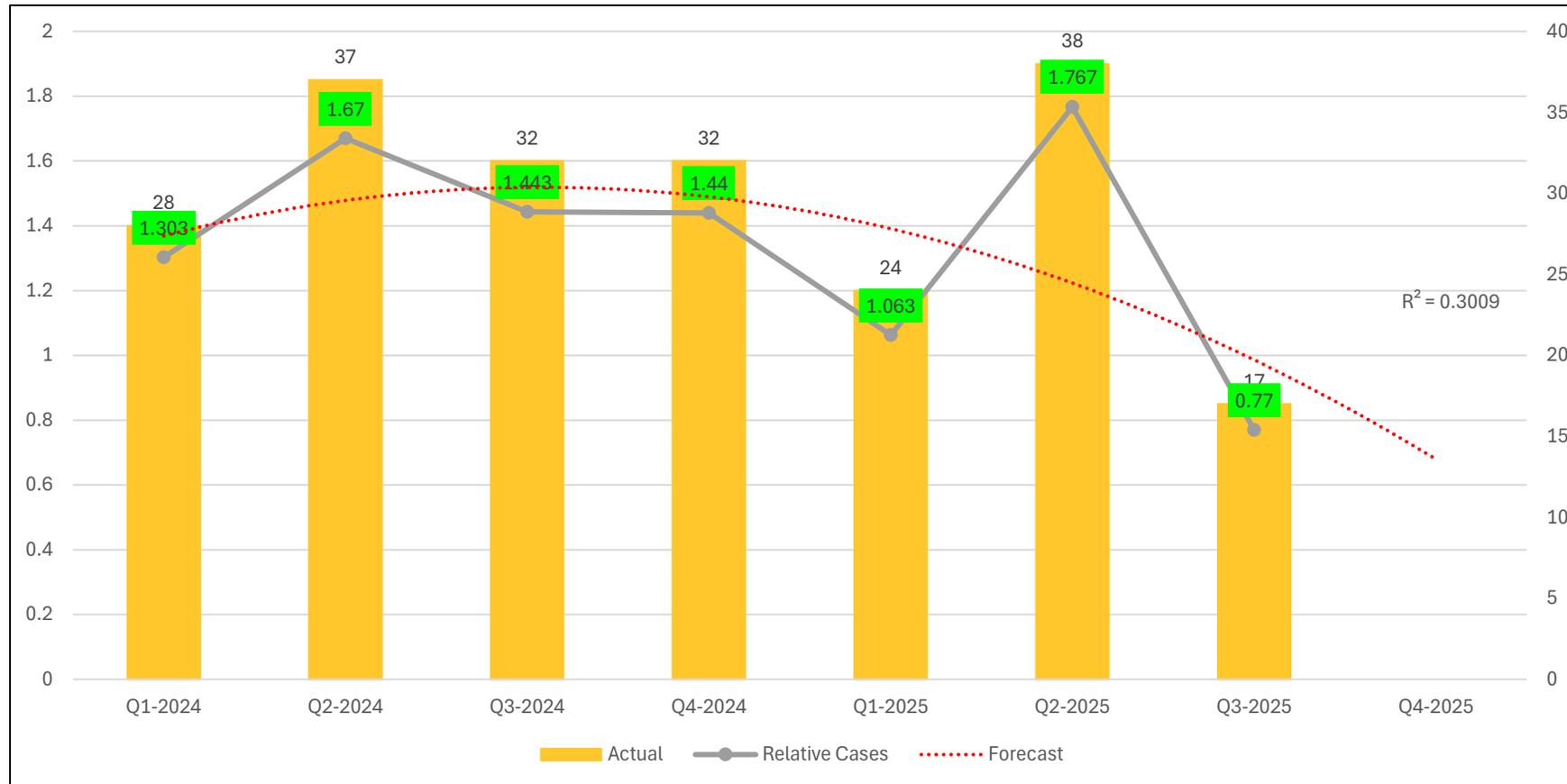
24/25 total: £42k

YTD 25/26 total: £30,841.40

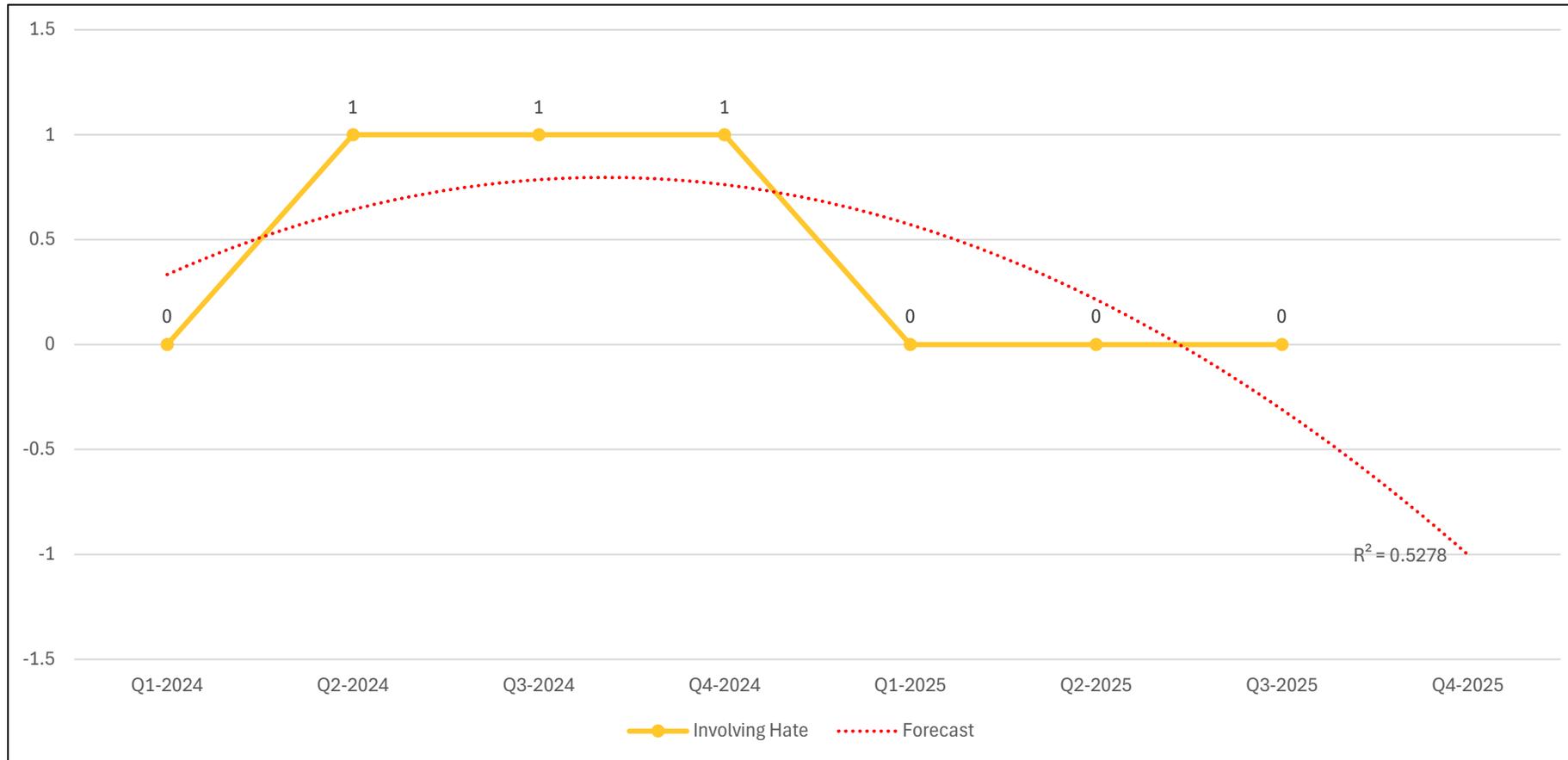
Next Steps

- Implement Housemark recommendations for Complaint Handling and ASB management.
- Strengthen repairs communication
- Deep dive tenancy management complaints, identify trends and learning.
- Compensation Policy review in line with HOS guidance

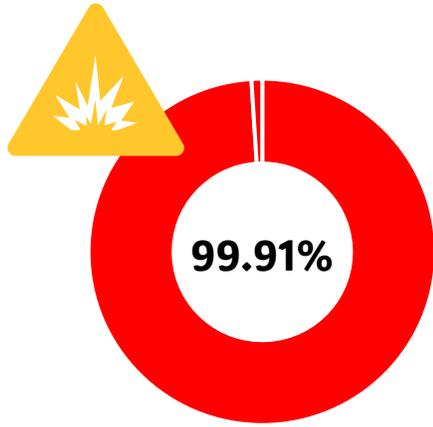
Anti-social behaviour cases relative to the size of the landlord



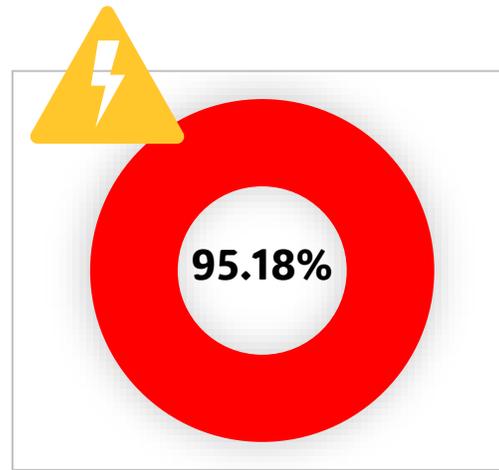
Anti-social behaviour cases that involve hate incidents



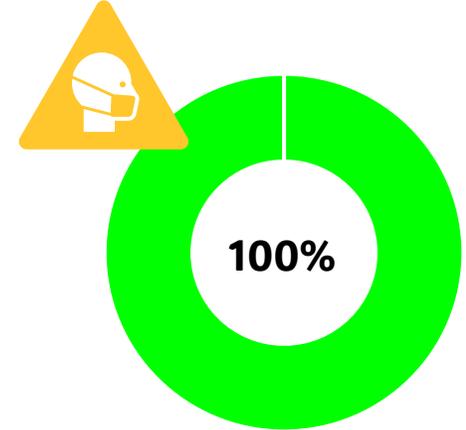
COMPLIANCE MEASURES



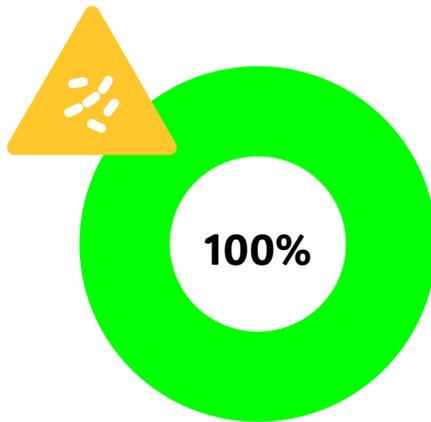
GAS CHECKS



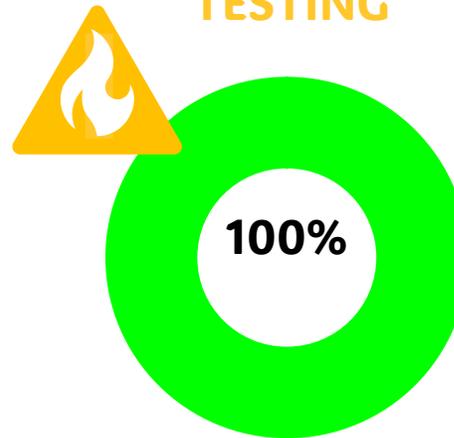
ELECTRICAL TESTING



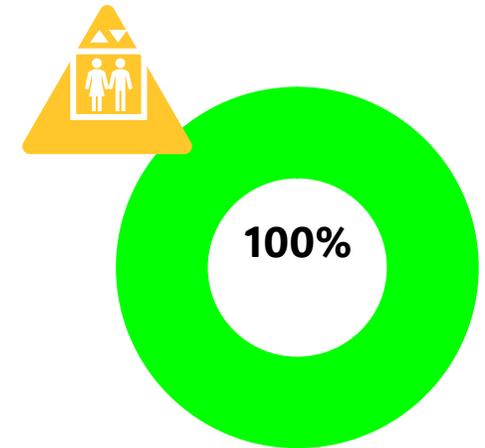
ASBESTOS CHECKS



LEGIONELLA CHECKS



FIRE RISK ASSESSMENTS



LIFT TESTING

Compliance mitigation

Gas Safety

Gas safety compliance for December stood at 99.91%, remaining high but marginally below the 100% target. The shortfall is due to a small number of no-access cases that are currently progressing through the legal process.

Gas Capped Properties

10 where customers don't use gas however there is a gas meter accruing a standing charge debt

7 were void properties

2 all electric property

2 properties needed further work which have now been completed and the gas supply reinstated)

Of the 10 properties capped 5 customers have vulnerabilities

3 customer had dependents

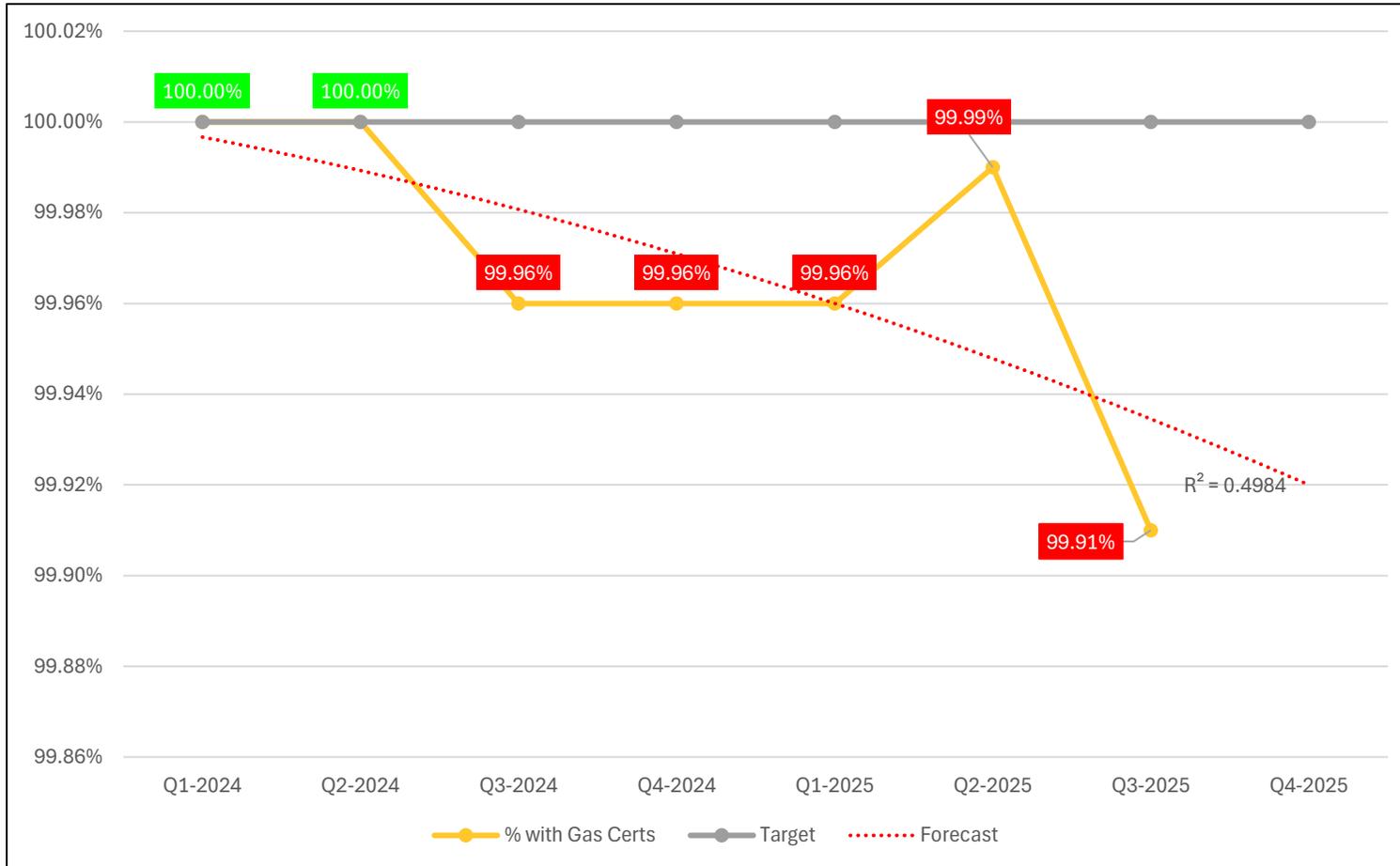
Electrical Safety

A new Compliance Manager & Electrical Specialist have been appointed and are currently in the process of taking over responsibilities. Five-Year Compliance Plan: A structured plan has been developed and implemented to ensure all properties are tested within the new five-year cycle.

Fire Safety

A new Compliance Manager has been appointed and is now taking charge of the service. They are reviewing all outstanding actions in detail, working closely with the team, and strengthening oversight of compliance activity. With these measures in place, the aim is to achieve 100% Fire safety compliance by March 2027.

Gas Compliance



Q3 performance- 99.91%
Q2 performance – 99.99%
This % equates to 7 property outside of compliance. The reason for this is the change over to the new legal process

Gas Compliance

Out of Date Properties:

Property one - 480 Days Out Of Date (Passed to Legal for warrant)

Property two - 37 Days Out of Date (Passed to Legal 28/11/25)

Property three - 37 Days Out of Date (Passed to Legal 03/12/25)

Property four - 30 Day Out of Date (Passed to Legal 10/12/25)

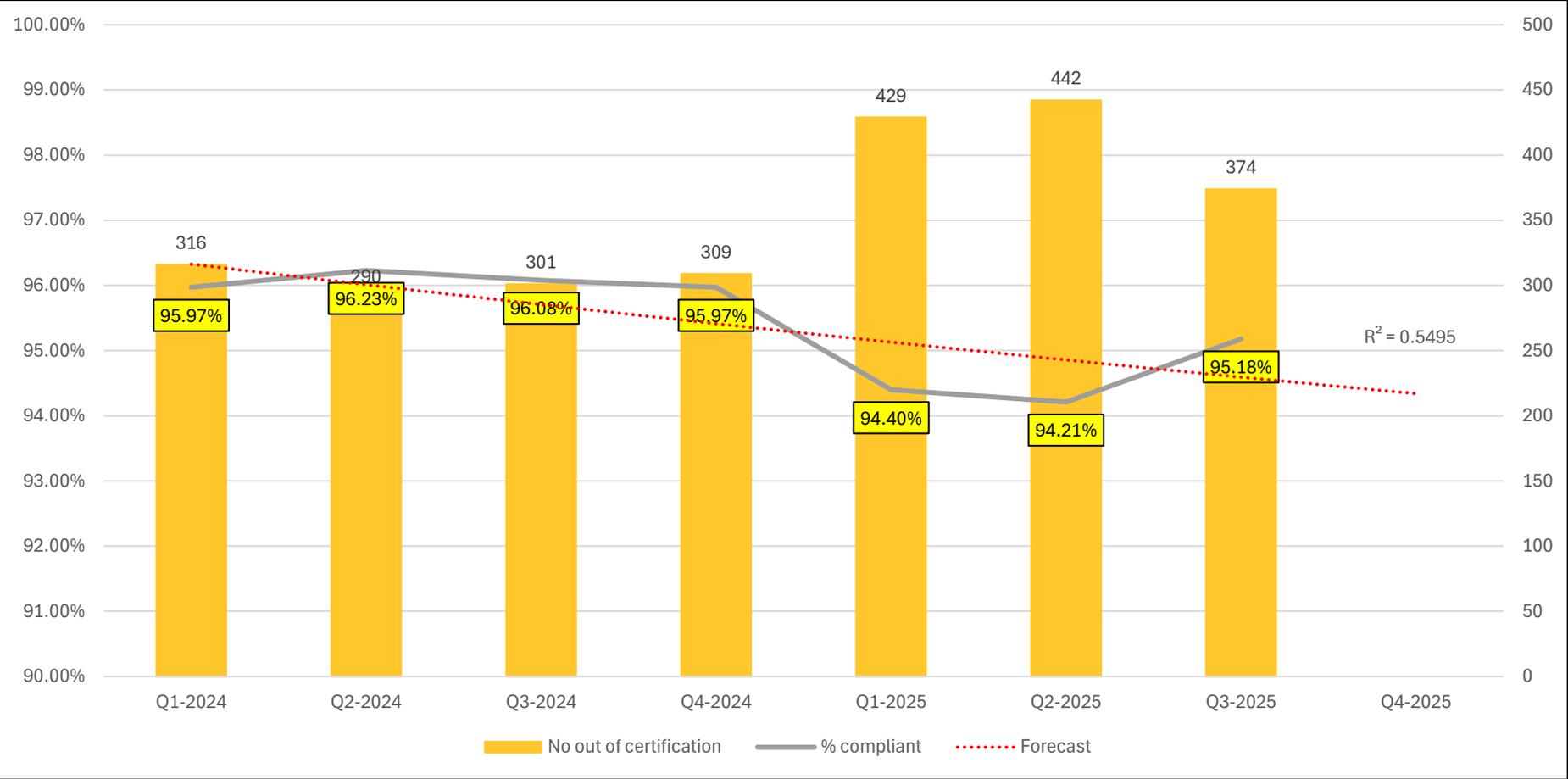
Property five - 22 Days Out of Date (Passed to Legal 17/12/25)

Property six - 16 Days Out of Date

Property seven - 13 Day out of date

The reason for having such a high number of properties out of date is the change over to the new legal process

Electrical Testing



Electrical Testing

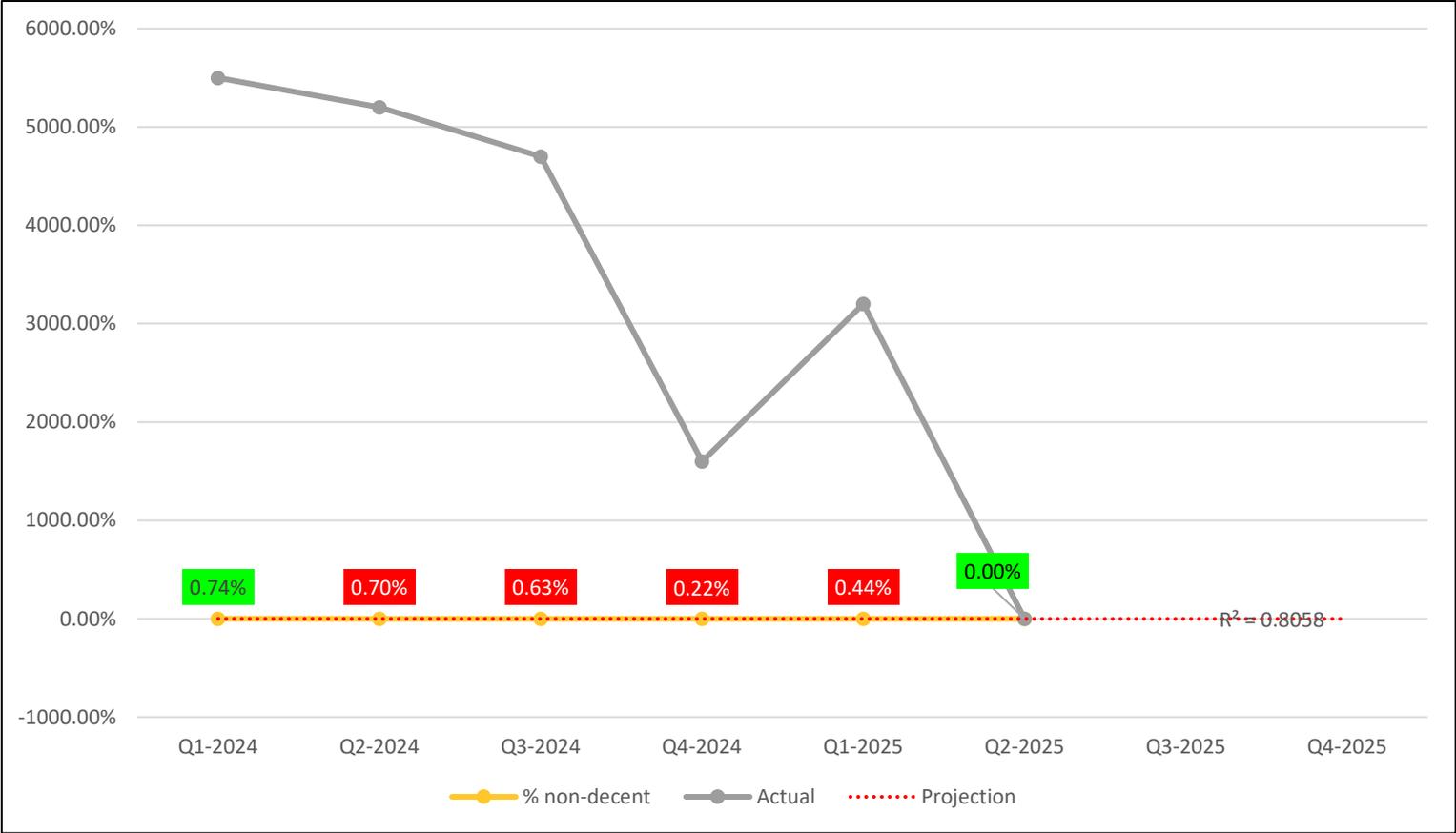
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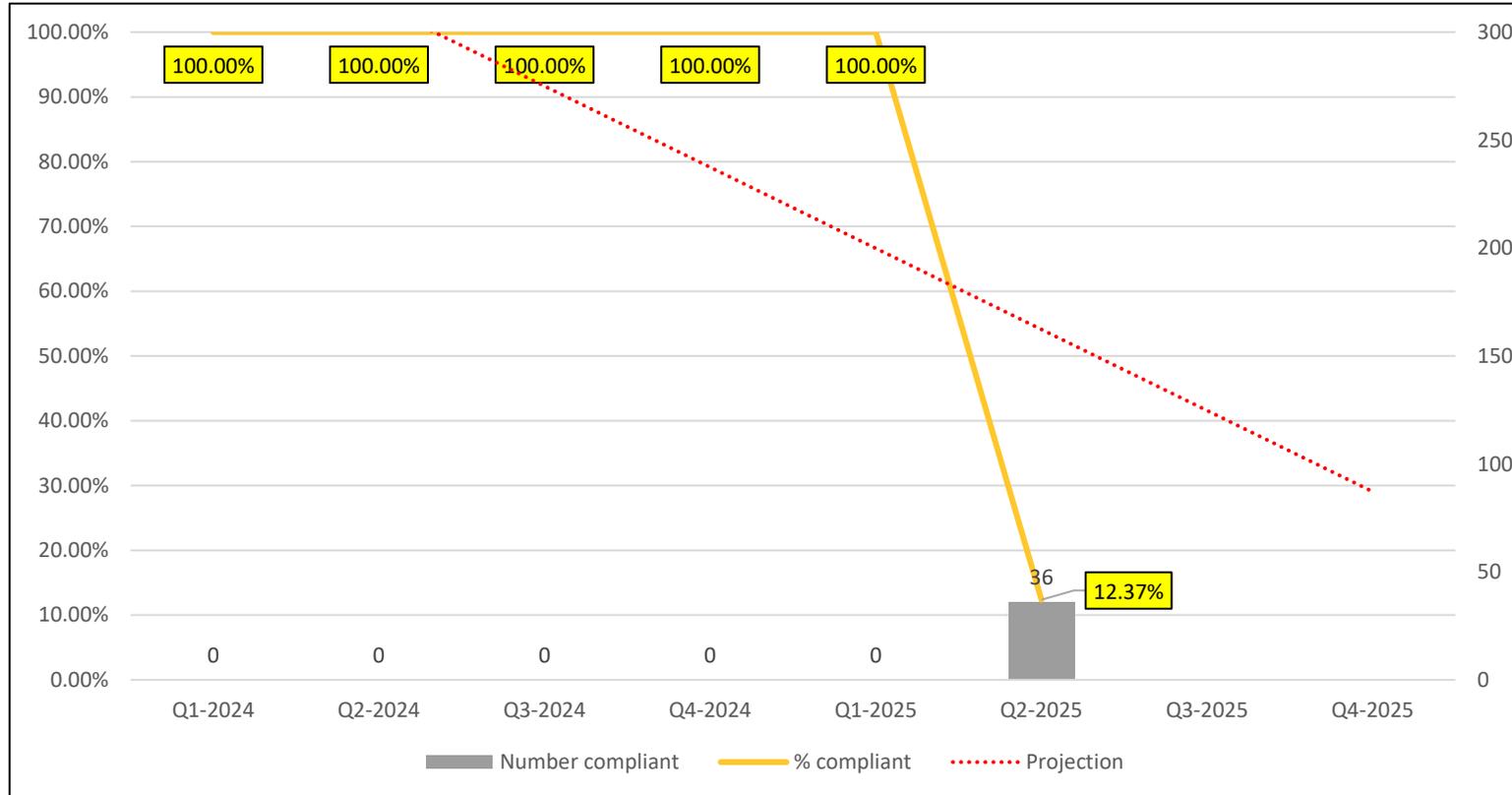
Five-Year Compliance Plan: A structured plan has been developed and implemented to ensure all properties are tested within the new five-year cycle.

Legionella Checks

Regulatory



Fire Safety Checks



Quarter2 255 outstanding actions out of 291 = 12.37% compliance

Fire Risk Outstanding Actions

- **Fire Safety**
- A new Compliance Manager has been appointed and is now taking charge of the service. They are reviewing all outstanding cases in detail, working closely with the team, and strengthening oversight of compliance activity.
- With these measures in place, the aim is to achieve 100% Fire safety compliance by March 2027.