

**Bury Council**  
**Monthly Scorecard**  
**2025-26**

**Version:** DRAFT  
**Updated:** 8/8/2024

**Data as:** 01/08/2024

**Produced By:** Claire Rogan

Code	TSM	2024/25 Value	Jul 2025 Value	Aug 2025 Value	Sep 2025 Value	Oct 2025 Value	Nov 2025 Value	Dec 2025 Value	Monthly trend	2025/26 Value	2025/26 target	BM Owner
TP01	<a href="#">Percentage of tenants satisfied with the overall service their landlord provides</a>	70.59%	63.16%	83.61%	83.33%	70.91%	70.37%	73.68%	↑	73.29%	74%	KP
TP02	Satisfaction with repairs	74.55%	72.97%	75.56%	75.76%	57.14%	71.43%	70.27%	↓	73.35%	80%	SB
TP03	<a href="#">Satisfaction with time taken to complete most recent repair</a>	72.76%	78.38%	73.33%	74.24%	64%	72.55%	65.79%	↓	71.78%	75.5%	SB
TP04	Satisfaction that the home is well maintained	66.78%	66.67%	78.69%	81.82%	63.64%	62.96%	76.32%	↑	71.12%	69.4%	SB
TP05	Satisfaction that the home is safe	69.94%	73.68%	78.69%	80.3%	67.27%	75.93%	86.11%	↑	76.6%	76%	BT
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	58.08%	50.91%	63.46%	65.63%	62.75%	56.6%	58.33%	↑	59.24%	58.9%	KP
TP07	<a href="#">Satisfaction that the landlord keeps tenants informed about things that matter to them</a>	64.98%	64.91%	78.95%	75.38%	62.26%	61.54%	68.57%	↑	68.15%	76%	KP
TP08	Agreement that the landlord treats tenants fairly and with respect	74.94%	68.18%	83.05%	80.3%	69.09%	68.52%	80.56%	↑	75.86%	76.3%	KP
TP09	Satisfaction with the landlord's approach to handling complaints	37.6%	12.5%	54.84%	54.55%	50.91%	40.74%	52.63%	↑	45.6%	50%	CR
TP10	<a href="#">Satisfaction that the landlord keeps communal areas clean and well maintained</a>	55.16%	52.94%	60%	46.97%	45.45%	44.44%	55.26%	↑	53.49%	65.5%	KP
TP11	<a href="#">Satisfaction that the landlord makes a positive contribution to neighbourhoods</a>	56.06%	55.36%	70%	65.57%	54%	58.49%	62.86%	↑	60.46%	62.5%	KP
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	50.8%	51.11%	54.9%	55.36%	44.9%	50%	66.67%	↑	52.37%	60.4%	KP

Code	Asset Management	2024/25 Value	Jul 2025 Value	Aug 2025 Value	Sep 2025 Value	Oct 2025 Value	Nov 2025 Value	Dec 2025 Value	Monthly trend	2025/26 Value	2025/26 target	BM Owner
AM01	Homes that do not meet the Decent Homes Standard	0.58%	0%	0%	0%	0%	0%	0%	▬	0.15%	0%	BH
AM01a	Homes (dwelling units) that have had a stock condition survey in the last 2 years	N/A	No Data	No Data	No Data	No Data	17.51%	16.98%	↑	17.25%	Info Only	BH
AM01b	Homes (dwelling units) that have had a stock condition survey in the last 5 years	N/A	No Data	No Data	No Data	No Data	83.14%	83.36%	↓	83.36%	Info Only	BH
AM01c	Homes (dwelling units) that have had a stock condition survey in the last 10 years	N/A	No Data	No Data	No Data	No Data	85.64%	87.5%	↓	87.5%	Info Only	BH
AM01d	Homes (dwelling units) that have had a stock condition survey over 10 years ago	N/A	No Data	No Data	No Data	No Data	13.66%	13.63%	↑	13.65%	Info Only	BH
AM01e	Homes (dwelling units) that have no stock condition survey on record	N/A	No Data	No Data	No Data	No Data	0.69%	0.5%	↑	0.6%	Info Only	BH
AM06	Volume of Stock Condition Surveys	N/A	0.9%	0.43%	0.1%	0.84%	0.39%	0.34%	↑	3.45%	Info Only	BH
AM06a	Number of stock condition surveys this month	N/A	66	32	7	62	29	25	↓	28	Info Only	BH
AM08	<a href="#">% of homes with an EPC rating of C or above.</a>	57.66%	57.94%	57.97%	57.98%	59.17%	59.27%	59.27%	↑	58.33%	60%	BH
AM09	<a href="#">Delivery of capital programme (percentage measure)</a>	N/A	3.71%	5.05%	7.71%	12.58%	13.24%	16.1%	↑	16.1%	100%	BH
AM09a	<a href="#">Capital programme - forecast spend versus resources</a>	N/A	12.9%	18.29%	23.84%	30.71%	36.06%	39.08%	↑	39.08%	100%	BH
AM09b	Cumulative Capital monthly spend	N/A	£1,592,786	£2,258,781	£2,945,245	£3,793,427	£4,454,484	£4,763,654	↑	£4,763,654	Info Only	BH

Code	Asset Management	2024/25 Value	Jul 2025 Value	Aug 2025 Value	Sep 2025 Value	Oct 2025 Value	Nov 2025 Value	Dec 2025 Value	Monthly trend	2025/26 Value	2025/26 target	BM Owner
ADAP01	Adaptations requests received per month	N/A	4	8	8	4	11	11	↑	43	Info Only	BH
ADAP02	Number of major adaptations	N/A	1	0	0	0	0	2	-	5	Info Only	BH
ADAP03	Number of minor adaptations	N/A	4	8	8	8	11	1	↑	47	Info Only	BH
ADAP04	<a href="#">Cumulative monthly % of spend against the budget (Adaptations)</a>	N/A	No data	7.02%	12.8%	21.29%	27.94%	28.41%	↑	28.41%	100%	BH
ADAP04b	Cumulative Capital monthly spend (Adaptations)	N/A	No data	£70,269	£128,025	£174,229	£260,658	£289,524	↑	£289,524	Info Only	BH

Code	Complaints	2024/25 Value	Jul 2025 Value	Aug 2025 Value	Sep 2025 Value	Oct 2025 Value	Nov 2025 Value	Dec 2025 Value	Monthly trend	2025/26 Value	2025/26 target	BM Owner
CH01a	<a href="#">Complaints relative to the size of the landlord - Stage 1</a>	8.09	1.49	0.68	2.44	3.13	2.45	1.5	↑	15.62	27.4	CR
CH01b	Complaints relative to the size of the landlord Stage 2	0.37	0.68	0.54	0	0.82	0.41	0.68	↓	0.54	Info Only	CR
CH02a	Complaints responded to within Complaint Handling Code timescales - Stage 1	100%	100%	100%	100%	100%	100%	100%	▬	100%	100%	CR
CH02b	Complaints responded to within Complaint Handling Code timescales - Stage2	100%	100%	100%	No Data	100%	100%	100%	▬	100%	100%	CR
CH03a	Stage 1 complaints Figures	60	11	5	18	23	18	11	↓	115	Info Only	CR
CH03b	Stage 2 complaints Figures	31	5	4	0	6	3	5	↓	36	Info Only	CR
CH04	actual figures per month Stage 1 &2 not just the % per size of landlord	10	16	9	18	29	21	16	↓	151	Info Only	CR
CH04a	Complaints responded outside complaint Handling code-Stage 1	N/A	No Data	No Data	No Data	100%	No Data	100%	▬	No Data	100%	CR
CH04b	Complaints responded outside complaint Handling code-Stage 2	N/A	No Data	No Data	No Data	100%	No Data	100%	▬	100%	100%	CR
CH05	Number of Housing Ombudsman determinations received, regardless of outcome	N/A	1	0	0	1	2	1	↑	7	Info Only	CR
CH06	Number of Housing Ombudsman maladministration determinations received	N/A	0	0	6	6	0	0	▬	16	Info Only	CR

Code	Compliance	2024/25 Value	Jul 2025 Value	Aug 2025 Value	Sep 2025 Value	Oct 2025 Value	Nov 2025 Value	Dec 2025 Value	Monthly trend	2025/26 Value	2025/26 target	BM Owner
BS01	<a href="#">Gas Safety Checks</a>	99.98%	99.99%	99.99%	99.99%	99.97%	99.85%	99.91%	↓	99.91%	100%	BT
BS02	Fire Safety Checks	100%	100%	100%	12.37%	50.17%	92.1%	100%	↑	83.82%	100%	BT
BS03	Asbestos safety checks	100%	100%	100%	100%	100%	100%	100%	▬	100%	100%	BT
BS04	Water safety checks - Legionella	95.89%	100%	100%	100%	100%	100%	100%	▬	98.61%	100%	BT
BS05	Lift safety checks	100%	100%	100%	100%	100%	100%	100%	▬	100%	100%	BT
CM06	<a href="#">Percentage of Tenanted Properties with Valid Electrical Safety Certificate</a>	95.97%	93.69%	94.39%	94.21%	96.14%	95.18%	95.18%	↓	94.8%	100%	BT
CM06a	<a href="#">Percentage of Tenanted Properties with Valid 10-Year Electrical Safety Certificate</a>	N/A	No data	No data	No data	No data	89.82%	89.82%	▬	89.82%	100%	BT
CM06b	<a href="#">Percentage of Tenanted Properties with Valid 5 Year Electrical Safety Certificate</a>	N/A	No data	No data	No data	No data	97.65%	97.65%	▬	97.65%	100%	BT
CM07	<a href="#">Fire Safety -percentage of Schemes fully compliant</a>	100%	100%	100%	73.33%	73.33%	80%	100%	↓	91.73%	100%	BT
CM08	<a href="#">Percentage of fire-safety follow-up actions completed within timescale per Fire Risk Assessment</a>	90.57%	100%	100%	0%	5.94%	15.02%	17.64%	↓	17.64%	100%	BT
CM11	<a href="#">Number of properties that we have been notified as capped and due for intervention with tenant to verify they have the means to heat and eat</a>	328	40	25	24	35	19	21	↑	250	0	BT
CM12	Outstanding fire-safety follow-up actions	N/A	No data	No data	1,145	1,077	973	943	↑	943	Info Only	BT

Code Finance (Rents)		2024/25 Value	Jul 2025 Value	Aug 2025 Value	Sep 2025 Value	Oct 2025 Value	Nov 2025 Value	Dec 2025 Value	Monthly trend	2025/26 Value	2025/26 target	BM Owner
FM1	Total rent arrears (Bury Council Stock) Current and former tenants	£2,607,307	£2,788,582	£2,965,388	£3,185,471	£3,240,480	£3,328,682	£3,047,991	↑	£3,047,991	Info Only	CB
FM2	Total rent arrears (Bury Council Stock)	£1,836,546	£2,053,026	£2,186,114	£2,388,933	£2,430,809	£2,503,466	£2,206,139	↑	£2,206,139	Info Only	CB
FM3	<a href="#">Rents - Cash Collection (Cumulative Year to Date)</a>	99.53%	98.3%	96.98%	96.54%	95.86%	95.75%	98.85%	↑	98.85%	100%	CB
FM4	<a href="#">Percentage of rent arrears of current tenants</a>	5.01%	5.54%	5.92%	6.47%	6.59%	6.8%	6%	↑	6%	4.5%	CB
FM5	<a href="#">Proportion of rent collected (BURY properties only)</a>	100.73%	97.08%	96.15%	95.82%	95.35%	95.26%	97.76%	↑	97.76%	99.5%	CB
FM6	Proportion of True rent arrears (Bury Council stock)	101.12%	98.1%	97.82%	95.9%	95.93%	95.92%	99.4%	↑	99.4%	98.15%	CB
FM7	<a href="#">Cumulative rent loss from vacant LA homes</a>	1.17%	1.37%	1.33%	1.33%	1.33%	1.33%	1.33%	↓	1.34%	1.07%	CB
FM7a	Rent loss from vacant LA homes	£407,360	£38,817	£32,665	£46,887	£37,772	£37,912	£28,953	↑	£350,869	Info Only	CB

Code	Repairs & Maintenance	2024/25 Value	Jul 2025 Value	Aug 2025 Value	Sep 2025 Value	Oct 2025 Value	Nov 2025 Value	Dec 2025 Value	Monthly trend	2025/26 Value	2025/26 target	BM Owner
RM01	Work in Progress figures	N/A	1,007	1,009	1,191	1,328	1,328	1,240	↑	9,841	Info Only	SB
RM02	Number of all repairs completed in month	12,098	1,010	774	788	1,019	892	999	↑	8,277	Info Only	SB
RM02a	<a href="#">Percentage of non emergency repairs completed within the landlord's target timescale</a>	78.73%	82.78%	77.35%	73.23%	61.35%	59.52%	66.14%	↑	73.15%	100%	SB
RM02b	<a href="#">Percentage of emergency repairs completed within the landlord's target timescale</a>	98.37%	100%	100%	100%	100%	98.06%	97.53%	↓	99.35%	100%	SB
RM03	<a href="#">Repairs completed right first time</a>	89.89%	77.43%	80.62%	83.76%	84.1%	88.12%	87.3%	↓	82.7%	95%	SB
RM04	<a href="#">Average time taken to complete non-urgent responsive repairs</a>	24	14	15	16	18	21	18	↑	18	17	SB
RM04a	Average time taken to complete appointment repairs	N/A	No Data	No Data	No Data	No Data	30.35	18.37	↑	26.08	20	SB
RM04b	Average time taken to complete planned repairs	N/A	No Data	No Data	No Data	No Data	39.04	37.25	↑	37.93	50	SB
RM04c	Average time taken to complete urgent repairs	N/A	No Data	No Data	No Data	No Data	15.51	3.46	↑	9.26	5	SB
RM04d	Average time taken to complete subcontracted repairs	N/A	No Data	No Data	No Data	No Data	122.36	18.99	↑	97.07	10	SB
RM01a	Average age of backlog appointment repairs	N/A	No Data	No Data	No Data	No Data	31.22	37.71	↓	35.22	20	SB
RM05	<a href="#">Repairs - proportion of responsive to planned</a>	93.47%	93.17%	93.15%	93.02%	94.8%	94.73%	92.49%	↑	93.48%	85%	SB
RM05a	Repairs - proportion of emergency to responsive	27.2%	22.97%	29.84%	31.73%	26.1%	23.09%	24.32%	↓	25.73%	Info Only	SB
RM06	Number of emergency repairs completed in month	3,340	232	231	250	266	206	243	↑	2,109	Info Only	SB

Code	Repairs & Maintenance	2024/25 Value	Jul 2025 Value	Aug 2025 Value	Sep 2025 Value	Oct 2025 Value	Nov 2025 Value	Dec 2025 Value	Monthly trend	2025/26 Value	2025/26 target	BM Owner
RM06a	Number of urgent repairs completed in month	699	98	75	119	137	130	133	↑	941	Info Only	SB
RM07	Number of non-emergency repairs completed in month	8,758	778	543	538	753	686	756	↑	6,168	Info Only	SB
RM07a	Number of planned repairs completed in month	779	69	53	55	53	47	75	↑	535	Info Only	SB
CM09	Number of Active Disrepair Claims Received Relating to Damp	144	13	19	16	10	12	8	↑	136	Info Only	SB
CM09a	Total Cost of Disrepair Claims Received Relating to Damp and Mould	£195,735	£0	£0	£0	£0	£0	£0	-	£0	Info Only	SB
CM10	Number of properties where damp identified	179	12	15	19	32	69	25	↓	194	Info Only	SB
CM13	Outstanding damp and mould actions excluding mould washes	268	47	51	53	52	152	223	↑	152	Info Only	SB
CM13a	Number of open Damp & Mould cases	N/A	No Data	No Data	No Data	No Data	217	297	↓	297112	Info Only	SB
CM13b	Cases overdue by < 1month Damp & Mould	N/A	No Data	No Data	No Data	No Data	9	112	↓	112	Info Only	SB
CM13c	Cases overdue by 1 - 3 months Damp & Mould	N/A	No Data	No Data	No Data	No Data	7	0	↑	0	Info Only	SB
CM13d	Cases overdue by 3 - 6 months Damp & Mould	N/A	No Data	No Data	No Data	No Data	0	0	-	0	Info Only	SB
CM13e	Cases overdue by 6+ months Damp & Mould	N/A	No Data	No Data	No Data	No Data	0	0	-	0	Info Only	SB
DMC08	Time between contact and inspection completed -14 working days	N/A	No Data	No Data	No Data	No Data	21	19	↑	19	14	SB

Code	Repairs & Maintenance	2024/25 Value	Jul 2025 Value	Aug 2025 Value	Sep 2025 Value	Oct 2025 Value	Nov 2025 Value	Dec 2025 Value	Monthly trend	2025/26 Value	2025/26 target	BM Owner
DMC09	Time between contact and work starting inclusive mould wash-21days	N/A	No Data	No Data	No Data	No Data	21	19	↑	20	21	SB
DMC10	Time taken to complete survey- 2 days (internal surveys and survey with Mouldex)	N/A	No Data	No Data	No Data	No Data	1	1	▬	1	2	SB

Code	Tenancy Management	2024/25 Value	Jul 2025 Value	Aug 2025 Value	Sep 2025 Value	Oct 2025 Value	Nov 2025 Value	Dec 2025 Value	Monthly trend	2025/26 Value	2025/26 target	BM Owner
NM01a	Anti-social behaviour cases relative to the size of the landlord	17.57	3.26	1.09	0.95	1.63	0.54	0.14	↑	10.8	2.58	KP
NM01b	Anti-social behaviour cases relative to the size of the landlord that involve hate incidents	3	0	0	0	0	0	0	▬	0	Info Only	KP
NM01c	Anti-social behaviour cases relative to the size of the landlord - cumulative	17.57	3.26	1.09	0.95	1.63	0.54	0.14	↑	10.8	30.96	KP
NM03	ASB Track numbers per month - cumulative	129	24	7	7	12	4	1	↓	79	Info Only	KP
NM04	Tenancy Support cases overall. (includes DV, hoarded properties, neglect)	N/A	16	8	9	12	9	14	↓	80	Info Only	KP
TM1	Number of Tenancies Failing within the first 6 months	0	0	0	0	0	1	0	↑	1	Info Only	KP
TM2	Number of tenancies failing in first 12mths	0	0	0	0	1	0	0	▬	2	Info Only	KP

Code	Tenancy Management	2024/25 Value	Jul 2025 Value	Aug 2025 Value	Sep 2025 Value	Oct 2025 Value	Nov 2025 Value	Dec 2025 Value	Monthly trend	2025/26 Value	2025/26 target	BM Owner
TM3	Average time taken to re-let local authority housing	45	47	50	42	31	33	30	↑	44	39	KP
TM4	<a href="#">Average time taken to re-let local authority housing in days (General Needs properties only)</a>	31	33	50	31	20	26	31	↓	35	24	KP
TM5	Average time taken to re-let local authority housing in days (Adapted properties only)	38	67	47	42	24	45	33	↑	50	40	KP
TM6	Average time taken to re-let local authority housing in days (Sheltered properties only)	77	147	60	40	74	36	29	↑	63	50	KP
TM7	No. of Evictions carried out (all reasons)	4	0	0	1	1	0	0	▬	3	Info Only	KP
TM7a	No. of Evictions carried out due to Rent Arrears	N/A	0	0	1	1	0	0	▬	3	Info Only	KP
TM7b	No. of Evictions carried out due to ASB	N/A	No Data	No Data	No Data	No Data	0	0	▬	0	Info Only	KP
TM7c	No. of Evictions carried out (other)	N/A	No Data	No Data	No Data	No Data	0	0	▬	0	Info Only	KP
TM8	Number of hard to let properties	19	No Data	▬		Info Only	KP					

Code	Call Centre	Jul 2025 Value	Aug 2025 Value	Sep 2025 Value	Oct 2025 Value	Nov 2025 Value	Dec 2025 Value	Monthly trend	2025/26 Value	2025/26 target	BM Owner
CC01	<a href="#">85% of calls answered</a>	86.61%	83.62%	81.68%	80.78%	72.26%	74.35%	↓	72.26%	85%	CS
CC02	85% of calls answered in 10 mins	100%	100%	100%	100%	100%	100%	▬	100%	85%	CS

# Performance Approval

Please review the Performance Scorecard and approve it as a true record.  
Heads of service please approve for your area only.

Approved by:	Name of Officer	Date of Approval
Head of Housing and Neighborhoods		
Head of Compliance		
Head of Repairs		
Head of Revenues and Benefits		
Head of Customer Contact		
Capital Program Manager		
HR Representative		
Director of Housing Services		
Housing Service Portfolio Holder		