

**Bury Council
Year End Scorecard
2025-26**

**Version : Final
Updated 28/05/26
Data as 31st March 2026
Produced by. S. Farnworth / C.Rogan**

Code	Tenant Satisfaction Measures	2024/25 Value	2025/26 Value	2025/26 target	Year on year trend	Annual variance (Percentage points)	Benchmark HouseMark English LAs (excl. London) 5k-10k stock	Benchmarking GMHP ¹
TP01	Percentage of tenants satisfied with the overall service their landlord provides	70.59%	73.91%	74%	↑	+3.32%	Q2	Q3
TP02	<u>Satisfaction with repairs</u>	74.55%	72.87%	80%	↓	-1.68%	Q4	Q4
TP03	<u>Satisfaction with time taken to complete most recent repair</u>	72.76%	71.19%	75.5%	↓	-1.57%	Q3	Q4
TP04	<u>Satisfaction that the home is well maintained</u>	66.78%	71.19%	69.4%	↑	+4.41%	Q4	Q4
TP05	<u>Satisfaction that the home is safe</u>	69.94%	75.03%	76%	↑	+5.09%	Q4	Q4
TP06	<u>Satisfaction that the landlord listens to tenant views and acts upon them</u>	58.08%	58.43%	58.9%	↑	+0.35%	Q3	Q4
TP07	<u>Satisfaction that the landlord keeps tenants informed about things that matter to them</u>	64.98%	68.12%	76%	↑	+3.14%	Q3	Q4
TP08	Agreement that the landlord treats tenants fairly and with respect	74.94%	75.95%	76.3%	↑	+1.01%	Q2	Q4
TP09	Satisfaction with the landlord's approach to handling complaints	37.6%	47.78%	50%	↑	+10.18%	Q1	Q1

Code	Tenant Satisfaction Measures	2024/25 Value	2025/26 Value	2025/26 target	Year on year trend	Annual variance (Percentage points)	Benchmark HouseMark English LAs (excl. London) 5k-10k stock	Benchmarking GMHP ¹
TP10	<u>Satisfaction that the landlord keeps communal areas clean and well maintained</u>	55.16%	49.3%	65.5%	↓	-5.86%	Q4	Q4
TP11	<u>Satisfaction that the landlord makes a positive contribution to neighbourhoods</u>	56.06%	58.12%	62.5%	↑	+2.06%	Q4	Q4
TP12	<u>Satisfaction with the landlord's approach to handling anti-social behaviour</u>	50.8%	52.59%	60.4%	↑	+1.79%	Q3	Q4

Code	Asset Management	2024/25 Value	2025/26 Value	2025/26 target	Year on year trend	Annual variance (Percentage points)	Benchmark HouseMark English LAs (excl. London) 5k-10k stock	GMHP
AM01	Homes that do not meet the Decent Homes Standard	0.58%	0.01%	0%	↑	-0.57%	Q1	Q4
AM01a	Homes (dwelling units) that have had a stock condition survey in the last 2 years	N/A	13.83%	Info Only	N/A	N/A	N/A	N/A
AM01b	Homes (dwelling units) that have had a stock condition survey in the last 5 years	N/A	82.95%	Info Only	N/A	N/A	N/A	N/A
AM01c	Homes (dwelling units) that have had a stock condition survey in the last 10 years	N/A	87.07%	Info Only	N/A	N/A	N/A	N/A
AM01d	Homes (dwelling units) that have had a stock condition survey over 10 years ago	13.97% ²	13.63%	Info Only	↑	-0.33%	N/A	N/A
AM08	% of homes with an EPC rating of C or above.	57.66%	69.13%	60%	↑	+11.47%	Q1	Q3 ³
AM09	Delivery of capital programme (percentage measure)	N/A	28.45%	100%	N/A	N/A	N/A	N/A
AM09a	Capital programme - forecast spend versus resources	N/A	54.27%	100%	N/A	N/A	N/A	N/A
ADAP04	Cumulative monthly % of spend against the budget (Adaptations)	N/A	48.5%	100%	N/A	N/A	N/A	N/A

Code	Complaints	2024/25 Value	2025/26 Value	2025/26 target	Year on year trend	Annual variance (Percentage points)	Benchmark HouseMark English LAs (excl. London) 5k-10k stock	GMHP
CH01a	Complaints relative to the size of the landlord - Stage 1	8.09	25.17	27.4	↑	+17.08	Q1	Q1
CH01b	Complaints relative to the size of the landlord Stage 2	0.37	0.58	Info Only	↑	+0.21	Q1	Q1
CH02a	Complaints responded to within Complaint Handling Code timescales - Stage 1	100%	100%	100%	▬	0%	Q1	Q1
CH02b	Complaints responded to within Complaint Handling Code timescales - Stage2	100%	100%	100%	▬	0%	Q1	Q1
CH03a	Stage 1 complaints Figures	60	190	Info Only	↑	+130	N/A	N/A
CH03b	Stage 2 complaints Figures	31	54	Info Only	↑	+23	N/A	N/A
CH06	Number of Housing Ombudsman maladministration determinations received	4	19	Info Only	↑	+15	N/A	N/A

Code	Compliance	2024/25 Value	2025/26 Value	2025/26 target	Year on year trend	Annual variance (Percentage points)	Benchmark HouseMark English LAs (excl. London) 5k-10k stock	GMHP
BS02	Fire Safety Checks	100%	100%	100%	↓	0	Q1	Q1
BS03	Asbestos safety checks	100%	100%	100%	▬	0	Q1	Q1
BS04	Water safety checks - Legionella	95.89%	72.22%	100%	↓	-23.67%	Q4	Q4
BS05	Lift safety checks	100%	100%	100%	▬	0.00%	Q1	Q1
CM06	Percentage of Tenanted Properties with Valid Electrical Safety Certificate	95.97%	94.47%	100%	↓	-1.5%	N/A	N/A
CM12	Outstanding fire-safety follow-up actions	1145 ⁴	893	Info Only	↑	-252	N/A	N/A
BS01	Gas Safety Checks	99.98%	99.77%	100%	▬	-0.13%	Q4	Q4
CM06a	Percentage of Tenanted Properties with Valid 10-Year Electrical Safety Certificate	N/A	87.2%	100%	↓	N/A	N/A	N/A
CM06b	Percentage of Tenanted Properties with Valid 5 Year Electrical Safety Certificate	N/A	94.91%	100%	↓	N/A	N/A	N/A

Code	Finance (Rents)	2024/25 Value	2025/26 Value	2025/26 target	Year on year trend	Annual variance (Percentage points)	Benchmark HouseMark English LAs (excl. London) 5k-10k stock	GMHP
FM1	Total rent arrears (Bury Council Stock) Current and former tenants	£2,607,307	£2,892,656	Info Only	↓	+£285,349	N/A	N/A
FM2	Total rent arrears (Bury Council Stock)	£1,836,546	£1,997,518	Info Only	↓	+£160,972	N/A	N/A
FM3	Rents - Cash Collection (Cumulative Year to Date)	99.53%	99.01%	100%	↓	-0.52%	99.97%-100% (typical)	N/A
FM4	Percentage of rent arrears of current tenants	5.01%	5.47%	4.5%	↓	+0.46%	2.5%	N/A
FM5	Proportion of rent collected (BURY properties only)	100.73%	98.11%	99.5%	↓	-2.62%	99.7%-100% (typical)	N/A
FM6	Proportion of True rent arrears (Bury Council stock)	101.12%	98.17%	98.15%	↓	-2.95%	N/A	N/A
FM7	Cumulative rent loss from vacant LA homes	1.17%	1.35%	1.07%	↓	-0.18%	N/A	N/A
FM7a	Rent loss from vacant LA homes	£407,360	£507,339	Info Only	↓	+£99,979	N/A	N/A

Code	Repairs & Maintenance	2024/25 Value	2025/26 Value	2025/26 target	Year on year trend	Annual variance (Percentage points)	Benchmark HouseMark English LAs (excl. London) 5k-10k stock	GMHP
RM01	Work in Progress figures	N/A	1,838	Info Only	N/A	N/A	N/A	N/A
RM02	Number of all repairs completed in month	12,098	14,854	Info Only	↑	+2,756	N/A	N/A
RM02a	Percentage of non emergency repairs completed within the landlord's target timescale	78.73%	68.98%	100%	↓	-9.75%	Q4	Q4
RM02b	Percentage of emergency repairs completed within the landlord's target timescale	98.37%	97.18%	100%	↓	-1.19%	Q3	Q4
RM03	Repairs completed right first time	-16.24	75.29%	95%	↓	-14.6%	N/A	N/A
RM04a	Average time taken to complete appointment repairs	N/A	26.16	20	N/A	N/A	N/A	N/A
RM04b	Average time taken to complete planned repairs	N/A	41.21	50	N/A	N/A	N/A	N/A
RM04c	Average time taken to complete urgent repairs	N/A	6.32	5	N/A	N/A	N/A	N/A
RM04d	Average time taken to complete subcontracted repairs	N/A	13.34	20	↑	N/A	N/A	N/A
RM01a	Average age of backlog appointment repairs	N/A	19.38	20	N/A	-18.33%	N/A	N/A
RM05	Repairs - proportion of responsive to planned	93.47%	88.41%	85%	↑	-5.06%	N/A	N/A
RM05a	Repairs - proportion of emergency to responsive	27.2%	28.04%	Info Only	↓	+0.84	N/A	N/A
CM09	Number of Active Disrepair Claims Received Relating to Damp	144	165	Info Only	↓	+21	N/A	N/A
CM10	Number of properties where damp identified	179	237	Info Only	↑	+58	N/A	N/A
CM13	Outstanding damp and mould actions excluding mould washes	268	199	Info Only	↓	-69	N/A	N/A
CM13a	Number of open Damp & Mould cases	N/A	205	Info Only	N/A	N/A	N/A	N/A
CM13b	Cases overdue by < 1month Damp & Mould	N/A	12	Info Only	N/A	N/A	N/A	N/A

Code	Repairs & Maintenance	2024/25 Value	2025/26 Value	2025/26 target	Year on year trend	Annual variance (Percentage points)	Benchmark HouseMark English LAs (excl. London) 5k-10k stock	GMHP
CM13c	Cases overdue by 1 - 3 months Damp & Mould	N/A	14	Info Only	N/A	N/A	N/A	N/A
CM13d	Cases overdue by 3 - 6 months Damp & Mould	N/A	0	Info Only	N/A	N/A	N/A	N/A
CM13e	Cases overdue by 6+ months Damp & Mould	N/A	0	Info Only	N/A	N/A	N/A	N/A

Code	Tenancy Management	2024/25 Value	2025/26 Value	2025/26 target	Year on year trend	Annual variance	Benchmark HouseMark English LAs (excl. London) 5k-10k stock	GMHP
NM01 a	Anti-social behaviour cases relative to the size of the landlord	17.57	15.85	2.58	↓	-1.72	Q1	Q1
NM01 b	Anti-social behaviour cases relative to the size of the landlord that involve hate incidents	3	1	Info Only	↓	-2	Q1	Q1
NM03	ASB Track numbers per month - cumulative	129	116	Info Only	↓	-13	N/A	N/A
NM04	Tenancy Support cases overall. (includes DV, hoarded properties, neglect)	N/A	189	Info Only	N/A	N/A	N/A	N/A
TM1	Number of Tenancies Failing within the first 6 months	0	1	Info Only	↓	+1	N/A	N/A
TM2	Number of tenancies failing in first 12mths	0	3	Info Only	↓	+3	N/A	N/A
TM3	Average time taken to re-let local authority housing	45	45	39	▬	0	N/A	N/A
TM4	Average time taken to re-let local authority housing in days (General Needs properties only)	31	38	24	↓	+7	N/A	N/A
TM5	Average time taken to re-let local authority housing in days (Adapted properties only)	38	47	40	↓	+11	N/A	N/A
TM6	Average time taken to re-let local authority housing in days (Sheltered properties only)	77	68	50	↑	-9	N/A	N/A
TM7	No. of Evictions carried out (all reasons)	4	7	Info Only	↑	+3	N/A	N/A
TM7a	No. of Evictions carried out due to Rent Arrears	N/A	7	Info Only	N/A	N/A	N/A	N/A
TM7b	No. of Evictions carried out due to ASB	N/A	0	Info Only	N/A	N/A	N/A	N/A
TM7c	No. of Evictions carried out (other)	N/A	0	Info Only	N/A	N/A	N/A	N/A
TM8	Number of hard to let properties	19	7	Info Only	↑	-12	N/A	N/A

Code	Call Centre	2025/26 Value	2025/26 target	
CC01	85% of calls answered	59.34%		
CC02	85% of calls answered in 10 mins	100%	85%	

Note: Benchmarking data has been added from Housemark and GMHP with the updated quartile shown in the next column.

NA – represents New PI's