

Housing Services Quarterly Report.

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The following presentation provides commentary on the key Performance Indicators that are not meeting target at the end of June 2026.

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TSM Q1 Performance

Code	TSM Quarterly	2025/26 Value	Q1 2026/27 Value	2026/27 target
TP01	Percentage of tenants satisfied with the overall service their landlord provides	73.91%	71.73%	77%
TP02	Satisfaction with repairs	72.87%	77.6%	80%
TP03	Satisfaction with time taken to complete most recent repair	71.19%	73.81%	78%
TP04	Satisfaction that the home is well maintained	71.19%	72.41%	79%
TP05	Satisfaction that the home is safe	75.03%	79.14%	80%
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	56.7%	54.89%	65%
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	68.12%	71.13%	77%
TP08	Agreement that the landlord treats tenants fairly and with respect	75.95%	80.71%	80%
TP09	Satisfaction with the landlord's approach to handling complaints	47.78%	49.28%	55%
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	49.3%	45.78%	65.5%
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	58.12%	60.9%	62.5%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	52.59%	54.55%	60.4%

Q1 Total invite

1841

**Q1 Response
Method**

Value

Email

9

Phone

3

SMS

133

Total

145

Bury
Council

TSM Q1 Performance against benchmark (Housemark year end)

Measure	Bury Q1	Housemark Median	Position
TP01 Overall Satisfaction	71.73%	74.2%	Slightly below
TP02 Repairs Satisfaction	77.6%	76.2%	Above median
TP03 Time Taken for Repairs	73.81%	74.5%	Very close
TP04 Home Well Maintained	72.41%	73.2%	Very close
TP05 Home Safe	79.14%	79.3%	On median
TP06 Listens & Acts	54.89%	63.9%	Well below
TP07 Keeps Informed	71.13%	74.6%	Below
TP08 Fair & Respectful	80.71%	80.0%	Above median
TP09 Complaints Handling	49.28%	37.0%	Significantly above median
TP10 Communal Areas	45.78%	69.7%	Significantly below
TP11 Positive Contribution	60.9%	67.6%	Below
TP12 ASB Handling	54.55%	60.0%	Below

TSM Overall Assessment

Q1 results indicate that Bury's overall tenant satisfaction remains below both organisational targets and the Housemark benchmarking median. Strong performance in repairs, safety and complaints suggests that the principal challenges to overall satisfaction relate to neighbourhoods, communal areas, tenant influence and communication.

TP06 (Listening and Acting) sits well below target. As a result, we are expanding opportunities for tenants to provide feedback and are using this insight to improve services, inform decisions and target resources. By demonstrating how feedback leads to action, we aim to strengthen trust and improve satisfaction with opportunities to influence services.

TP09 (complaints) Complaint volumes have increased following improvements that make it easier for tenants and customers to raise concerns. Despite this increase, performance has remained strong, with responses issued within target timescales. Work continues with service managers to improve response quality, supported by tenant-led dip sampling and independent quality assurance checks.

TP10 (communal areas) is the most significant outlier, performing almost 24 percentage points below the Housemark median and representing the greatest opportunity for improvement.

To address this, fully trained Grounds Maintenance and Cleaning teams are focused on improving standards, supported by increased inspections and tenant feedback surveys. We have also expanded neighbourhood walkabouts, action days and partnership working with GMP to tackle local issues more proactively.

Improved communication, including "You Said, We Did" updates, is helping ensure tenants are informed and involved in service improvements. A new Caretaking, Cleaning and Contract Manager will join in August 2026 to further strengthen service delivery and tenant satisfaction.

Asset Management

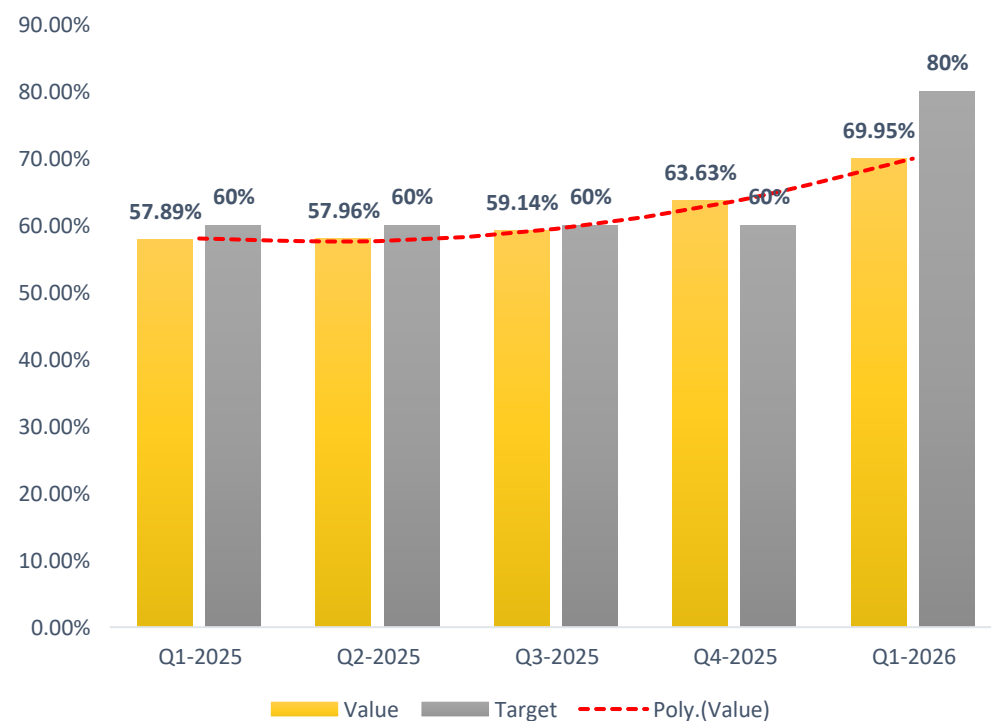
Code	Asset Management	2025/26 Value	Q1 2026/27 Value	2026/27 target	BM Owner
AM01b	Homes (dwelling units) that have had a stock condition survey in the last 5 years	82.95%	85.5%	100%	BH
AM06	% of stock condition surveys completed in year (planned)	N/A	2.06%	16%	BH
AM06a	Number of stock condition surveys completed in year	N/A	151	1097	BH
AM01	Homes that do not meet the Decent Homes Standard	0.723%	18.67%	0%	BH
AM08	% of homes with an EPC rating of C or above.	59.68%	69.95%	80%	BH

The team is behind in the delivery of surveys required in 2026/27 due to capacity but should be able to make up the difference by the end of the year with full recruitment achieved this quarter and temporary agency stock condition surveyor joining the team for 6 months.

There were 1367 DHS fails on the stock data database for end of June 2026. There is continued analysis of data, with results of the exercise due shortly. This will allow for more accurate update of stock condition which may reduce the number of non decent properties.

Homes requiring works to DHS will be planned in accordingly and prioritised as part of 2026/27 investment programmes, one-off repairs, renewals or tenancy support if needed around property condition.

Percentage of homes with an EPC rating of C or above.



Percentage of homes with an EPC rating of C or above.

Improving the Energy Efficiency of Our Homes

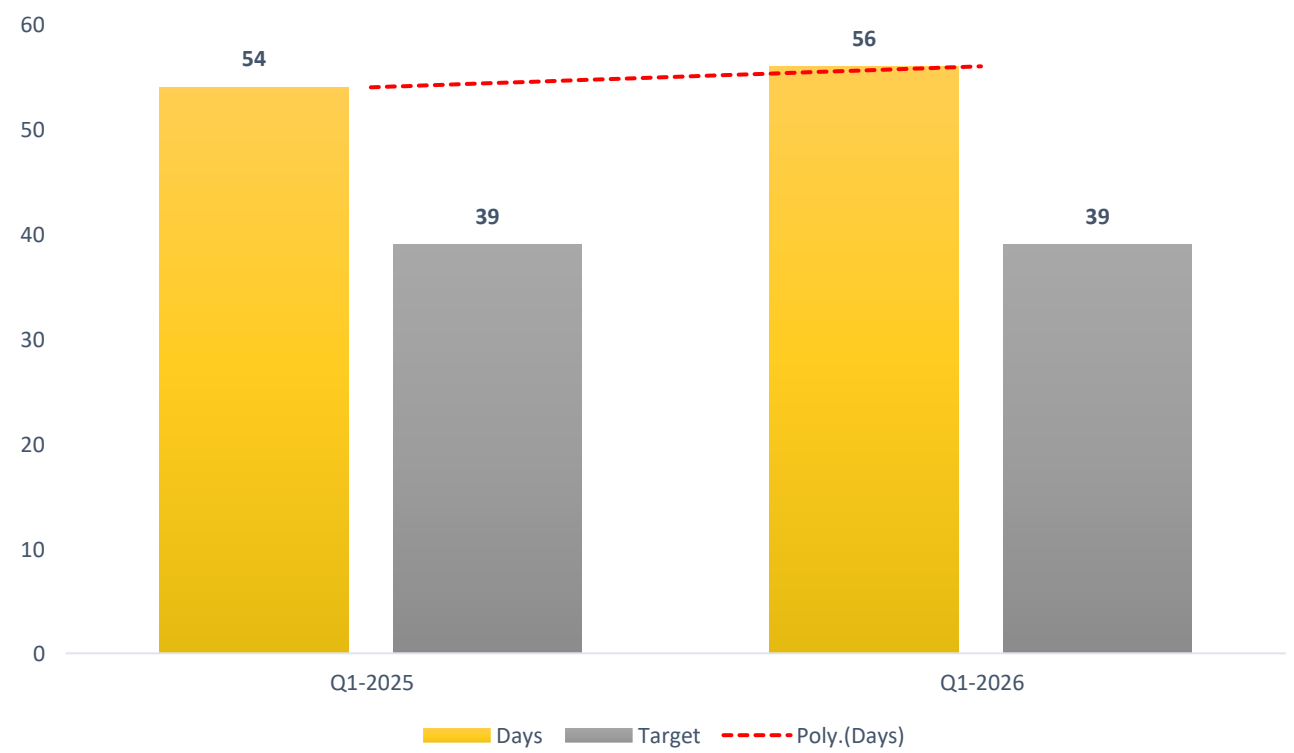
- Ongoing and planned investment in energy efficiency improvements is expected to increase performance during 2026/27.
- New energy assessment software is being introduced through our housing management system, improving the accuracy and quality of energy performance data.
- The software uses the nationally recognised method for measuring the energy efficiency and heating performance of homes.
- Better quality data will help identify the most effective improvements, support investment decisions, and target resources where they will have the greatest impact.
- This work supports delivery of our energy efficiency improvement program and our ambition to increase the proportion of homes achieving an energy efficiency rating of **C or above by 2030.**

Complaints

Code	Performance, Improvement and Assurance	2025/26 Value	Q1 2026/27 Value	Quarterly trend	2026/27 target	BM Owner
CH01a	Complaints relative to the size of the landlord - Stage 1	25.85	43	↑	84	CR
CH01b	Complaints relative to the size of the landlord Stage 2	0.6	4.1	↓	Info Only	CR
CH02a	Complaints responded to within Complaint Handling Code timescales - Stage 1	100%	100%	▬	100%	CR
CH02b	Complaints responded to within Complaint Handling Code timescales - Stage2	100%	100%	▬	100%	CR

As highlighted in the Complaints Annual Performance and Learning Report 24/25, complaint volumes were under-reported last year, and the increase seen in Quarter 1 reflects work undertaken to ensure all expressions of dissatisfaction are recorded appropriately, including relevant Councillor enquiries. The rise in complaint numbers is therefore viewed positively as evidence of improved reporting and compliance with the Housing Ombudsman's Complaint Handling Code. To provide further transparency, from August onwards complaint volumes will be reported alongside the upheld rate, enabling better understanding of if we are effectively resolving complaints, learning from outcomes and driving service improvements.

Average time taken to re-let local authority housing (days)

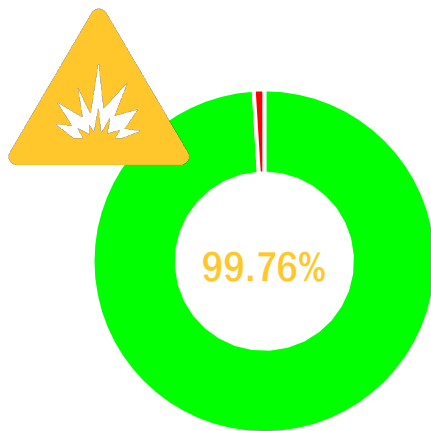


Factors affecting Relet (voids) performance

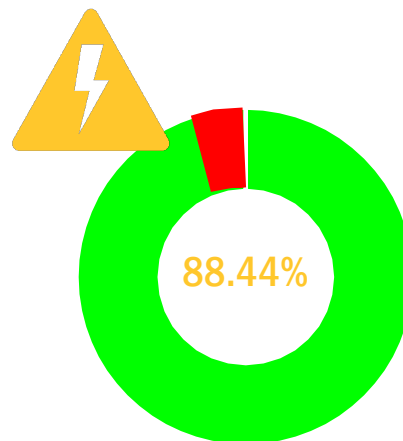
Q1 performance remains above target, with average re-let times at 54 days. The principal cause continues to be the poor condition of returned properties, particularly the high proportion requiring clear-outs and extensive works before inspection. Capacity pressures within the voids service and reliance on contractor resources have further affected performance.

Actions continue to focus on strengthening pre-termination activity, increasing operational capacity, improving contractor management, reviewing void-stage decoration requirements and implementing process improvements through the Empty Homes Toolkit and Project Planner. These measures are expected to help reduce avoidable delays and costs; however, performance will continue to be influenced by the varying condition of properties at termination. Progress will be monitored monthly to evaluate effectiveness and inform further improvements.

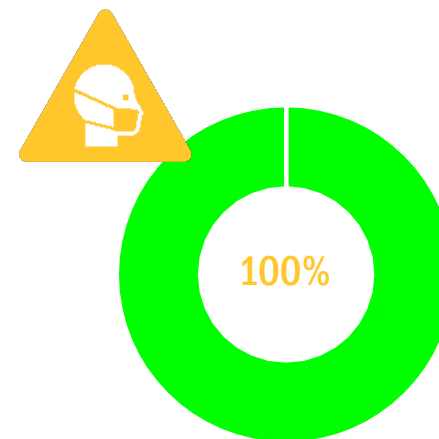
COMPLIANCE MEASURES



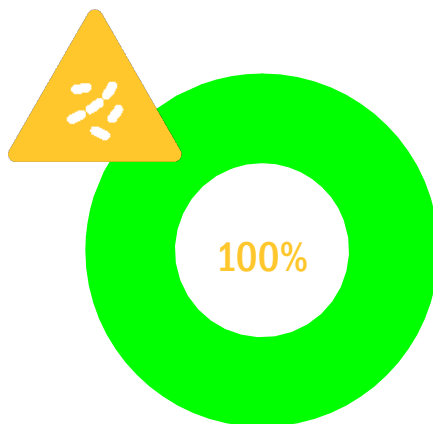
GAS CHECKS



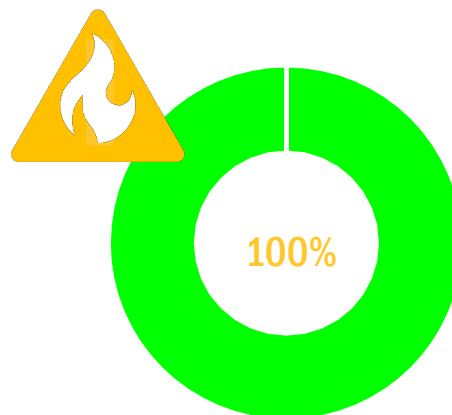
ELECTRICAL TESTING



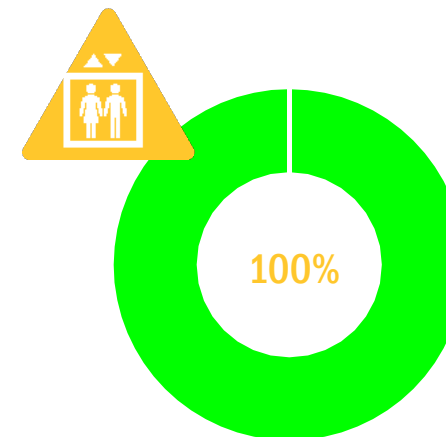
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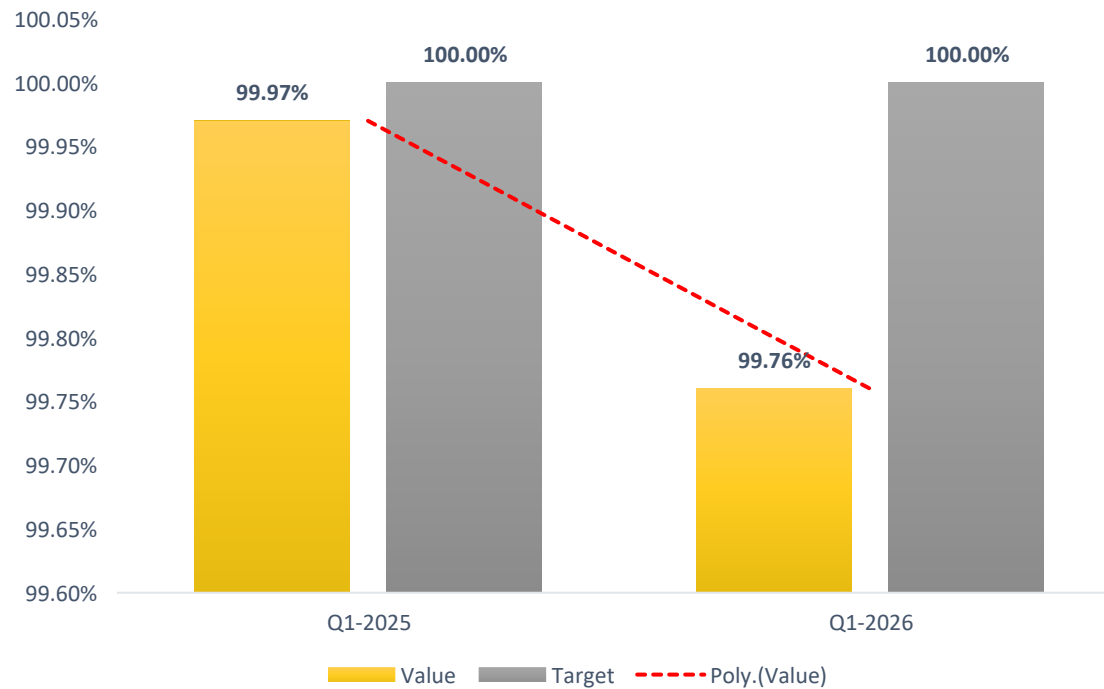


FIRE SAFETY CHECKS



LIFT TESTING

Gas Compliance



Outstanding Gas certificates	
Q1-2025	Q1-2026
2	18

Gas

A small number of properties remain non-compliant due to ongoing access issues.

18 Bury Council-owned and managed properties had an overdue Landlord's Gas Safety Record (LGSR) exceeding the statutory 12-month compliance period.

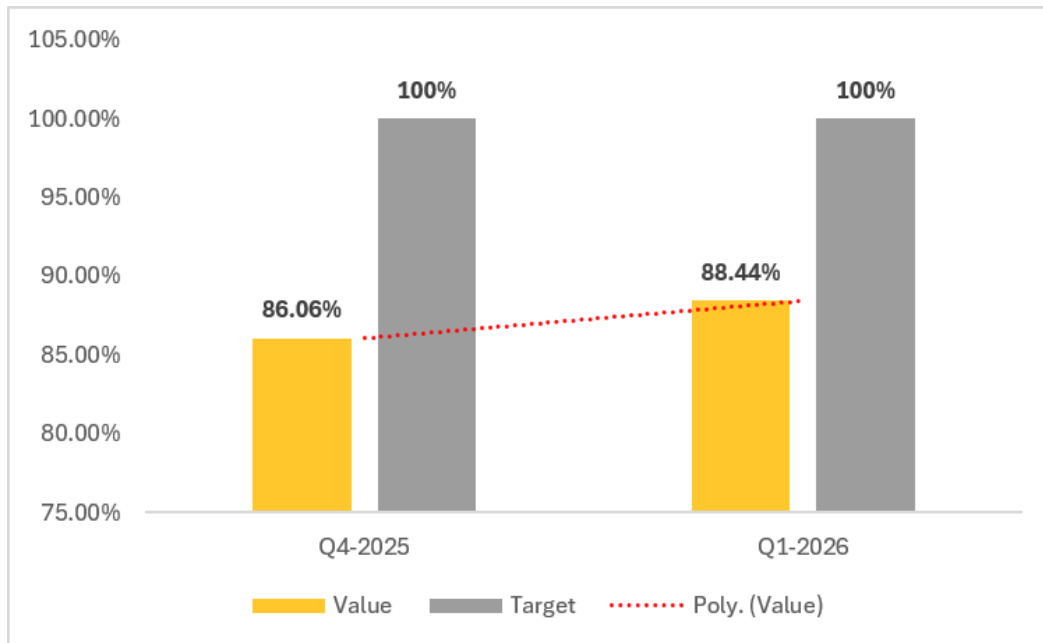
Of the overdue properties:

- 11 properties are less than one month overdue.
- 7 properties are between one and four months overdue.

Robust escalation arrangements are now operating under the approved No Access Policy, with legal enforcement action progressing where necessary. Continued contractor oversight, strengthened governance arrangements and updated tenant communications are expected to support further improvements in compliance performance and reduce the number of overdue LGSRs.

Of the expired certificates 8 are beginning the legal process. The other properties are being case managed by the Neighbourhood teams including tenant condition cases and issuing notices to quit where appropriate, further properties are expected to escalate to legal within the next quarter.

Electrical Compliance



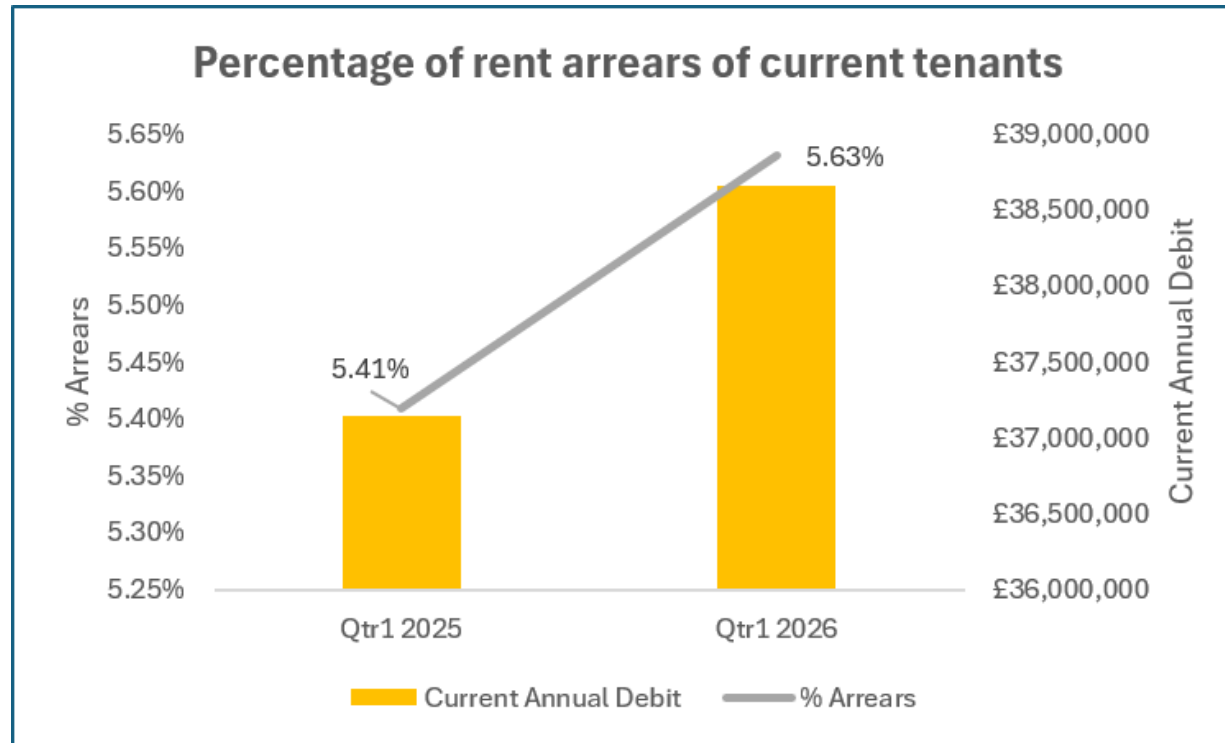
Month	Electrical Performance figure outstanding
April 2026:	904
May 2026:	803
June 2026:	660

Electrical Compliance

At the end of quarter 1, TCW reported 88.44% of homes have an Electrical Installation Condition Report (EICR) completed within the last five years. A dedicated contract Manager for Electrical Compliance was recruited to manage the contractor and reconcile the data monthly and bring the contract into compliance.

The upload of EICR's into The Compliance Workbook (TCW) was completed in March to ensure accurate reporting. 88.44% equates to 660 properties. Of those 660 a significant number do have a valid certificate, but it is not being registered by TCW. Each certificate is being manually reviewed in July and TCW updated. Of the 660 without certificates a recovery programme is in place to achieve full compliance by 1 November 2026. The recovery will be done alongside the delivery of the programme, with 40 tests per week to ensure full stock coverage.

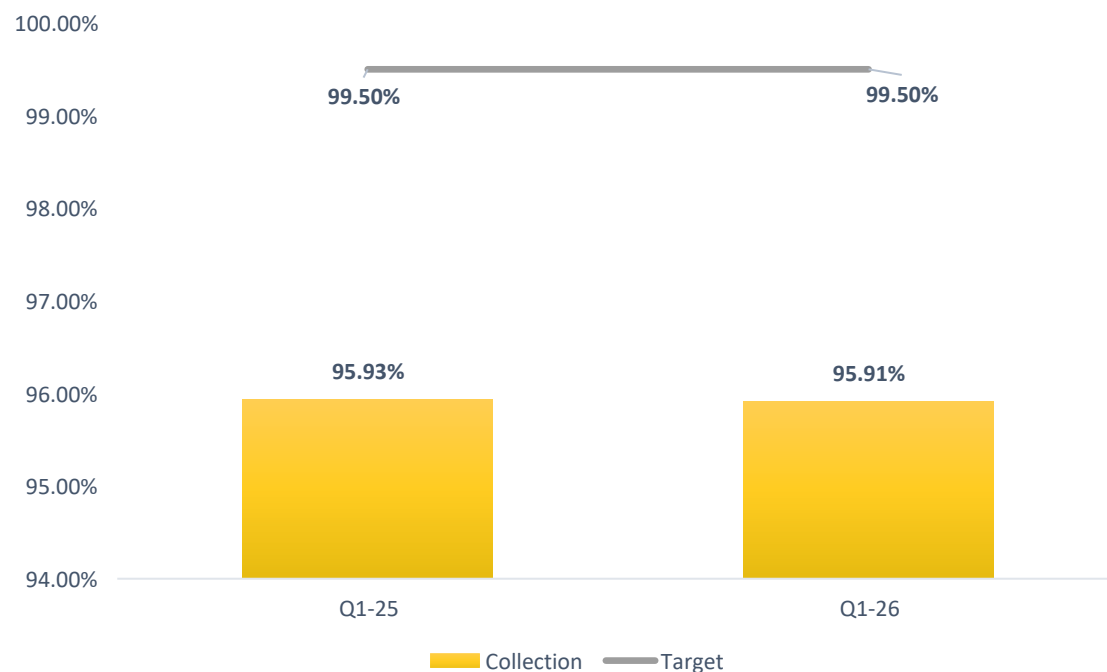
Percentage of Rent Arrears of Current Tenants



Quarter	Current Arrears	Current Annual Debit	% Arrears
Qtr1 2025	£2,008,672	£37,138,153	5.41%
Qtr1 2026	£2,176,939	£38,657,569	5.63%

Rent Collection

Proportion of rent collected



Quarter	Collected	Due
Qtr1 2025	£9,138,327.66	£9,572,732.38
Qtr1 2026	£9,487,241.22	£9,891,374.14

Factors affecting Rent Performance

Arrears as a percentage of rent roll continue to sit below internal targets and sector benchmarks. The Council recognises the importance of reversing this trend. The Head of Corporate Collection & Support who has overall responsibility for rent collection has undertaken a root and branch review of the service and developed an improvement plan to take the service “back to basics”. The Improvement Plan covers data software and systems, the rent collection framework and performance management.

A review of cases and their escalation points should make immediate improvements to the collection rate whilst rebuilding a culture of positive payment and reasonable enforcement.

In the mid to long term the Housing management upgrade will significantly improve the team's capacity and ability to undertake proactive engagement activities through reduction of administrative tasks and automation and streamlining of workflows critical to the progression of accounts for non-payment.

The Improvement Plan will be reviewed by the Housing Leadership Team on a quarterly basis. Opportunities to collaborate between the collection team and housing services will be sought alongside the no access protocols recognising that multiple teams are trying to contact tenants.

Repairs & Maintenance

Code	Repairs & Maintenance	2025/26	Apr 2026	May 2026	Jun 2026	2026/27 target
		Value	Value	Value	Value	
RM01	Work in Progress figures	1,838	1,050	1,635	1585	1000
RP02a	Percentage of non-emergency repairs completed within the landlord's target timescale	68.98%	54.83%	59.75%	56.87%	90%
RM03	Repairs completed right first time	75.29%	88.9%	89.41%	90.01%	85%
RMA04a	Average Completion Time - Appointable	New PI	26	23	21	20
RMW01d	% Work in Progress overdue to Work Orders raised	New PI	10.57%	33.09%	36.62%	5%
RP02b	Percentage of emergency repairs completed within the landlord's target timescale	97.18%	98.3%	98.11%	98.48%	100%

Repairs & Maintenance

Q1 2026/27 routine repairs performance fell to 56.98% from 59.08% in Q4, remaining well below the 90% target due to high demand, aged repairs, capacity constraints, and complex follow-on works.

Ongoing actions include reducing aged repairs, improving scheduling and resource allocation with the Planning Team, increasing productivity, and enhancing oversight to improve overall repairs performance and customer satisfaction.

Despite challenges, average appointable repair completion times improved from 23 days in May to 21 days in June, moving closer to the 20-day target. Work in Progress (WIP) reduced by 3.1%, from 1,635 to 1,585 cases, reflecting progress in backlog reduction, although it remains above target. Therefore, we are optimistic about the performance trajectory in the long term.

Awaab's Law

Code	Awaab's Law	Q1 2026/27 Value	2026/27 Value	2026/27 target
ALRME04	Awaab's Law % of Emergency repairs completed within the landlord's target timescale	67.74%	67.74%	100%
ALRMS04	Awaab's Law % of Significant repairs completed within the landlord's target timescale	79.66%	79.66%	98%

Improving compliance with Awaab's Law remains a key service priority. Actions underway include enhanced monitoring of all damp and mould cases, strengthened management oversight, improved scheduling arrangements, and prioritisation of emergency cases to ensure risks to residents are addressed as quickly as possible. No access remains a challenge, communicating the timescales at front to tenants is critical to supporting access. The service will continue to review performance closely and implement targeted actions to increase compliance levels, with the aim of delivering sustained improvements and moving towards full achievement of the 100% target.