Bury Council

HLT Quarter 1

2026-27

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Produced By: Claire Rogan

Code	Tenant Satisfaction Measures	2025/26 Value	Q1 2026/27 Value	Quarterly trend	2026/27 target	Benchmark HouseMark[1]	Benchmarking GMHP[2]
TP01	**Percentage of tenants satisfied with the overall service their landlord provides**	73.91%	71.73%	↓	77%	Q2	Q3
TP02	**Satisfaction with repairs**	72.87%	77.6%	↑	80%	Q4	Q4
TP03	**Satisfaction with time taken to complete most recent repair**	71.19%	73.81%	↑	78%	Q3	Q4
TP04	**Satisfaction that the home is well maintained**	71.19%	72.41%	↑	79%	Q4	Q4
TP05	**Satisfaction that the home is safe**	75.03%	79.14%	↑	82.9%	Q4	Q4
TP06	**Satisfaction that the landlord listens to tenant views and acts upon them**	56.7%	54.89%	↓	65%	Q3	Q4
TP07	**Satisfaction that the landlord keeps tenants informed about things that matter to them**	68.12%	71.13%	↑	77%	Q3	Q4
TP08	**Agreement that the landlord treats tenants fairly and with respect**	75.95%	80.71%	↑	80%	Q2	Q4
TP09	**Satisfaction with the landlord's approach to handling complaints**	47.78%	49.28%	↑	55%	Q1	Q1
TP10	**Satisfaction that the landlord keeps communal areas clean and well maintained**	49.3%	45.78%	↑	65.5%	Q4	Q4
TP11	**Satisfaction that the landlord makes a positive contribution to neighbourhoods**	58.12%	60.9%	↑	62.5%	Q4	Q4
TP12	**Satisfaction with the landlord's approach to handling anti-social behaviour**	52.59%	54.55%	↑	60.4%	Q3	Q4

[1] English LAs (excl. London) 5k-10k stock using 2025/26 data

[2] Greater Manchester Housing Providers using 2025/26 data

code	Asset Management	2025/26 Value	Q1 2026/27 Value	2026/27 target	Benchmark HouseMark	GMHP
AM01b	Homes (dwelling units) that have had a stock condition survey in the last 5 years	82.95%	85.5%	100%	Q1	Q4
AM06	% of stock condition surveys completed in year (planned)	New	2.06%	16%	N/A	N/A
AM06a	Number of stock condition surveys completed in year	New	151	1097	N/A	N/A
AM01	Homes that do not meet the Decent Homes Standard	0.723%	18.67%	0%	N/A	N/A
AM08	% of homes with an EPC rating of C or above.	59.68%	69.95%	80%	Q1	Q3

Code	Complaints	2025/26 Value	Q1 2026/27 Value	Quarterly trend	2026/27 target	Benchmark HouseMark	GMHP
CH01a	Complaints relative to the size of the landlord - Stage 1	25.85	43	↑	84	Q1	Q1
CH01b	Complaints relative to the size of the landlord Stage 2	0.6	4.1	↓	Info Only	Q1	Q1
CH02a	Complaints responded to within Complaint Handling Code timescales - Stage 1	100%	100%	−	100%	Q1	Q1
CH02b	Complaints responded to within Complaint Handling Code timescales - Stage2	100%	100%	−	100%	Q1	Q1

Code	Voids	2025/26 Value	Q1 2026/27 Value	Quarterly trend	2026/27 target	Benchmark HouseMark	GMHP
TM3	Average time taken to re-let local authority housing	45	56	↓	39	N/A	N/A

Code	Compliance	2025/26 Value	Q1 2026/27 Value	Quarterly trend	2026/27 target	Benchmark HouseMark	GMHP
BS01	Gas Safety Checks	99.77%	99.77%	−	100%	Q4	Q4
BS02	Fire Safety Checks	87.89%	100%	↑	100%	Q1	Q1
BS03	Asbestos safety checks	100%	100%	−	100%	Q1	Q1
BS04	Water safety checks - Legionella	96.67%	100%	↑	100%	Q4	Q4
BS05	Lift safety checks	100%	100%	−	100%	Q1	Q1
CM06	Percentage of Tenanted Properties with Valid Electrical Safety Certificate	94.47%	88.3%	↓	100%	N/A	N/A
CM11	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	67	130	↑	Info Only	N/A	N/A

Code	Rent Collection	2025/26 Value	Q1 2026/27 Value	Quarterly trend	2026/27 target	Benchmark HouseMark
FM1	Total rent arrears (Bury Council Stock) Current and former tenants	£2,892,656	£3,163,670	↓	Info only	**N/A**
FM4	Percentage of rent arrears of current tenants	5.47%	5.63%	↓	4.5%	2.5%
FM7	Cumulative rent loss from vacant LA homes	1.35%	0.79%	↑	1.07%	**N/A**

Code	Neighbourhood Management	2025/26 Value	Q1 2026/27 Value	Quarterly trend	2026/27 target	Benchmark HouseMark	GMHP
NM01a	Anti-social behaviour cases relative to the size of the landlord	15.85	19	↑	20	Q1	Q1
NM01b	Anti-social behaviour cases relative to the size of the landlord that involve hate incidents	1	0	−	Info Only	Q1	Q1

Code	Repairs & Maintenance	2025/26 Value	Q1 2026/27 Value	Quarterly trend	2026/27 target	Benchmark HouseMark	GMHP
RM01	Work in Progress figures	1,838	1,585	↑	1,000	N/A	N/A
RP02a	Percentage of non emergency repairs completed within the landlord's target timescale	68.98%	56.98%	↓	90%	Q4	Q4
RM03	Repairs completed right first time	75.29%	89.43%	↑	85%	N/A	N/A
RMA04a	Average Completion Time - Appointable	New	23	N/A	20	N/A	N/A
RMW01d	% Work in Progress overdue to Work Orders raised	New	39.62%	N/A	5%	N/A	N/A
RP02b	Percentage of emergency repairs completed within the landlord's target timescale	97.18%	98.3%	↑	100%	Q3	Q4
RMU04a	Average Completion Time - Urgent in days	New	4	N/A	5	N/A	N/A

Code	Awaab's Law	2025/26 Value	Q1 2026/27 Value	Quarterly trend	2026/27 target
ALRME04	Awaab's Law % of Emergency repairs completed within the landlord's target timescale	New	67.74%	N/A	100%
ALRMS04	Awaab's Law % of Significant repairs completed within the landlord's target timescale	New	79.66%	N/A	98%

Code	Homelessness	2025/26 Value	Q1 2026/27 Value	Quarterly trend	2026/27 target
HACC001a	Number of households in TA on last day of month (Bed & Breakfast)	41	48	↓	Info Only
HSKPI014	Number of Hotel move-ons per month to positive outcomes	13	19	↓	Info Only
HSKPI015	Overall number of confirmed rough sleepers per month	34	31	↑	Info Only

Code	Tenant Satisfaction Measures	Exception Notes
TP01	**Percentage of tenants satisfied with the overall service their landlord provides**	Strong performance in repairs, safety and complaints suggests that the principal challenges to overall satisfaction relate to neighbourhoods, communal areas, tenant influence and communication. To address this focus is on improving the grounds maintenance and cleaning services and tackling ASB. A new caretaking, cleaning and contract manager will strengthen oversight. Planned action over the summer will increase visibility and give opportunities to highlight involvement opportunities.
TP02	**Satisfaction with repairs**	Tenant satisfaction with repairs increased to 77.6% in Q1 2026/27, representing a significant improvement from 71.43% in Q4 2025/26 and the highest reported performance over the last four quarters. This positive movement reflects the impact of continued service improvements across the repairs function. The improvement is likely linked to increased focus on repair completion times, enhanced communication with customers, and ongoing efforts to improve the customer experience throughout the repair journey. Recent progress in emergency repair performance and greater management oversight of service delivery have also contributed positively to customer perceptions. Despite the strong improvement, performance remains marginally below the target and there continues to be feedback from some tenants regarding repair delays, follow-on works, appointment availability and communication around repair progress. Addressing these issues remains a key priority. Actions are ongoing to further enhance customer satisfaction through improved scheduling, increased first-time fix rates, proactive customer contact, and continued monitoring of customer feedback to identify service improvement opportunities. Maintaining the positive momentum achieved in Q1 will be essential to achieving and sustaining the 80% target during 2026/27.
TP03	**Satisfaction with time taken to complete most recent repair**	Tenant satisfaction with the time taken to complete the most recent repair increased to 73.81% in Q1 2026/27, up from 69.39% in Q4 2025/26. This represents an improvement of 4.42 percentage points and indicates growing customer confidence in the responsiveness of the repairs service. The positive trend reflects the impact of actions taken to improve repair delivery, including enhanced scheduling processes, increased management oversight of outstanding repairs, and a focus on reducing delays associated with follow-on works. Improvements in the completion of emergency repairs and efforts to better manage repair workflows have also contributed to improved customer perceptions. Whilst performance remains below the target of 75.5%, the gap has narrowed to 1.69 percentage points, demonstrating encouraging progress. Feedback from tenants suggests that repair completion times continue to be a key driver of customer satisfaction, particularly where repairs require multiple visits, specialist contractors, or the procurement of materials. Work will continue to focus on reducing repair completion times, improving communication with tenants throughout the repair process, and increasing first-time fix rates. These actions are expected to support further improvements in customer satisfaction and help achieve the target during 2026/27.

Code	Tenant Satisfaction Measures	Exception Notes
TP04	**Satisfaction that the home is well maintained**	Increase from the previous quarter and moving towards target as we continue to deliver the capital programme. Further capital works throughout the year should continue to improve this indicator, boiler, kitchens, bathroom roofing schemes all on site. Communications of before and afters will increase visibility of works to increase tenant perception. Improvements with the Repairs service should increase satisfaction indirectly
TP05	**Satisfaction that the home is safe**	Increase from the previous reporting and moving towards target. Communication strategy should support the service to highlight the importance of safety checks and the work the council does to ensure properties are safe e.g. Gas safety checks. Publicising the compliance dashboard regularly should help tenants understand property safety versus neighbourhood safety.
TP06	**Satisfaction that the landlord listens to tenant views and acts upon them**	We have increased opportunities for tenants to share their views through transactional surveys, neighbourhood walkabouts, action days, estate inspections and wider tenant engagement activities. We are committed to demonstrating how tenant feedback influences service delivery and decision-making and this can be seen through learning through complaints and newsletters. We are also using feedback from Tenant Satisfaction Measures, surveys and local engagement activities to identify areas for improvement and target resources where they are most needed. By increasing communication, involving tenants in inspections and service reviews, and ensuring feedback leads to meaningful action, we aim to strengthen trust and improve satisfaction that tenants are listened to and can influence the services they receive.
TP07	**Satisfaction that the landlord keeps tenants informed about things that matter to them**	Keeping tenants informed remains a key priority, and we continue to improve the way we communicate with residents about the services they receive and issues affecting their neighbourhoods. During the quarter, we have increased communication through tenant newsletters, neighbourhood engagement activities and targeted updates on local issues. We have also introduced a *"You Said, We Did"* approach to demonstrate how tenant feedback is influencing service improvements and decision-making. We are developing communication plans across a number of service areas including grounds maintenance and cleaning services to increase awareness of the work being undertaken and ensure tenants are better informed about matters that affect them. By continuing to strengthen our communication channels and providing regular updates on the issues that matter most to tenants, we aim to improve confidence in the service and increase tenant satisfaction in this area.
TP09	**Satisfaction with the landlord's approach to handling complaints**	We have improved the process in which tenants and customers can complain as per the planned approach with Housemark which has resulted in a positive increase in the volume of complaints. Despite the increase we have continued to manage the process efficiently and responding within timescales. The Complaints Team have been working with service managers to improve the quality of responses. Tenants will be dip-sampling responses alongside an internal independent quality check.

Code	Tenant Satisfaction Measures	Exception Notes
TP10	**Satisfaction that the landlord keeps communal areas clean and well maintained**	Satisfaction with the cleanliness and maintenance of communal areas increased in June 2026 compared to the previous month. However, performance remains below the target of 65.05%, with an outturn of 45.78%. To address this, the Grounds Maintenance Team is now fully recruited and trained and is actively working across our neighbourhoods to improve standards. Our cleaning service has also been focused on driving up performance by working closely with staff to ensure expectations are clearly understood and consistently delivered. As TSM results do not provide scheme-specific feedback, we are undertaking additional work to better understand tenants' experiences. Transactional surveys have been completed for both the Grounds Maintenance and Cleaning Services, providing more detailed insight into areas of dissatisfaction. In response, we are increasing our programme of inspections and carrying out joint inspections with tenants at schemes where concerns have been identified, ensuring residents have a direct role in highlighting issues and shaping improvements. We are also developing a communications plan for both services to increase awareness of the work being carried out and the standards tenants can expect. In addition, a new Caretaking, Cleaning and Contract Manager is due to start in August 2026 and will provide dedicated leadership to strengthen service delivery, improve quality assurance and drive further improvements in tenant satisfaction.
TP11	**Satisfaction that the landlord makes a positive contribution to neighbourhoods**	Tenant satisfaction with our contribution to neighbourhoods increased in Q1 2026/27 compared to Q4 2025/26. This reflects the work being undertaken across Bury to provide a more visible and proactive neighbourhood service. During the quarter, we increased the number of neighbourhood walkabouts and action days, providing more opportunities for residents to raise concerns directly with officers and helping us respond more quickly to local issues. We have also strengthened partnership working with Greater Manchester Police and other agencies to take a more proactive approach to tackling anti-social behaviour and environmental concerns. We will continue to increase communication with tenants to ensure residents are aware of the work taking place in their neighbourhoods and can see how their feedback is influencing local priorities and service improvements. By being more visible, responsive and accountable, we aim to further improve satisfaction and build stronger, safer communities across Bury.
TP12	**Satisfaction with the landlord's approach to handling anti-social behaviour**	Satisfaction with our approach to handling anti-social behaviour increased in June 2026 compared with the previous quarter. Whilst performance remains below the target of 60.4%, with an outturn of 54.55%, this positive movement demonstrates that the actions being taken are beginning to have an impact. We continue to focus on improving performance in this area through stronger case management, proactive partnership working and enhanced service oversight. Regular case audits and performance monitoring tools have been implemented to ensure that ASB cases are managed consistently and in line with our policies and service standards. We have also improved communication with tenants throughout the ASB process, ensuring residents are kept informed about actions being taken and case progress. To demonstrate how tenant feedback is shaping service improvements, we have introduced a regular *"You Said, We Did"* feature within our tenant newsletter, highlighting the changes made in response to tenants' concerns. Working closely with Greater Manchester Police and other partners, alongside increased neighbourhood visibility through walkabouts and action days, we remain committed to tackling anti-social behaviour and improving confidence in the service we provide.

Code	Performance Improvement and Assurance	Exception Notes
CH01a	Complaints relative to the size of the landlord - Stage 1	The complaints target has been revised from 27.5 to 83 complaints per 1,000 properties to provide a more accurate reflection of the level of complaints expected for a landlord of our size for the year. 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.

Code	Assets	Exception Notes
AM01b	Homes (dwelling units) that have had a stock condition survey in the last 5 years	There is a programme the ensure that 100% of dwellings have had a stock condition survey in the last 5 years by the end of 2026/27. As per AM01, AM06, AM06a capacity of internal stock condition surveyors has hindered the planned progress but agency recruitment will support getting back on track.
AM01	Homes that do not meet the Decent Homes Standard	There were 1367 DHS fails on the stock data database for end of June 2026. There is continued analysis of data, with results of a scoping/survey 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. Targeted SCS will follow once full desktop completed.
AM06	% of Stock Condition Surveys completed in year (planned)	In order to achieve 100% in AM01 16.3% of the stock (1097 surveys) needs to be surveyed in 2026/27. The team are slightly behind the planned programme due to the permanent stock condition surveyors joining the team late in June 2026. Recruitment of a third agency stock condition surveyor will support the completions.
AM06a	Number of stock condition surveys completed in year	In order to achieve 100% in AM01 16.3% of the stock (1097 surveys) needs to be surveyed in 2026/27 equating to 366 a month. The team are slightly behind the planned programme due to the permanent stock condition surveyors joining the team late in June 2026. Recruitment of a third agency stock condition surveyor will support the completions.

Code	Assets	Exception Notes
AM08	% of homes with an EPC rating of C or above.	We expect this figure to rise during the financial year due to recent completion of Energy investment works and the continuation of EPC works. Additionally, the implementation of SAVA IE a part of QL upgrade will assist with calculations and identifying quick wins alongside major investment measures for EPC target goals by 2030.

Code	Voids	Exception Notes
TM3	Average time taken to re-let local authority housing	June performance remains significantly off 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. However, staffing levels are beginning to stabilise, contractor management arrangements have strengthened, and work is progressing on the Empty Homes Toolkit, Lettable Standard and pre-termination process improvements. These measures should support improvements in turnaround times and void costs over the coming months **Actions** Actions continue to be focused 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. Progress against these actions will be monitored monthly to drive improvement in re-let times and void costs. **Will we meet target** Based on the current trajectory, the year-end target will not be met. Whilst there are early signs that operational capacity is improving, current performance at 54 days remains significantly above the year-end target of 39 days. Given the consistency of performance over the last three months and the ongoing challenges relating to property condition, clear-outs and staffing capacity, delivery of the year-end target remains high risk. However, implementation of recruitment plans, strengthened contractor management, improved pre-termination activity and the introduction of the Empty Homes Toolkit are expected to support progressive improvement during the remainder of the year. At this stage a year-end position in the region of 42–45 days appears more achievable unless improvement activity gains pace over the next quarter.

Code	Compliance	Exception Notes
BS01	Gas Safety Checks	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:

Code	Compliance	Exception Notes
		• 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.
CM06	Percentage of Tenanted Properties with Valid Electrical Safety Certificate	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.

Code	Finance (Rents)	Exception Notes
FM4	Percentage of rent arrears of current tenants	**Reasons not on target this month** UC verifications, issues with Voicescape and the ongoing limitiations of automation within QL have impacted performance at the beginning of Q1, however: Progress has been made rectifying issues with Phase 2 of the Voicescape automation launch and these are now almost resolved, resulting in increased automation quality. Delays with UC Verifications updates have now been resolved and all outstanding verifications have been completed. Ongoing QL limitations, particularly around automated case progression and the payment arrangement module, continue to drain resource due to daily manual input manipulation and intervention being required. **Resultant actions**

Code	Finance (Rents)	Exception Notes
		Automation is now driving more contact with our customers much earlier in the arrears process. This is enabling better and more targeted conversations with our customers. In June we contacted 322 customers through automation and we had 122 conversations. Of the 200 that we didn't have conversations with 121 of these had a follow up SMS sent by Voicescape requesting contact and 9 customers opted to go straight through to the automated payment line. The AI machine learning element of Voicescape is now starting to learn tenant's payment history to target automation based on patterns learnt to assist team with focused case progression. UC underpayments have started to come through in June to cover the rent increases that were verified late. Approval submitted to recruit to vacancy which will be allocated to Rents Collection. Newer staff are now having better quality conversations with customers around rent payments. **Will year-end target be met? If not, why not?** Over the last month we have seen improvements in the cash collected, we will continue to monitor this closely alongside team performance stats. With extra resource and a Rent Improvement plan that looks to strip back every aspect of the rent collection process we expect to see improvements leading to achieving performance targets.

Code	Repairs & Maintenance	Exception Notes
RM01	Work in Progress figures	Work in Progress reduced from 1,635 cases in May 2026 to 1,585 in June 2026, a decrease of 50 jobs (3.1%). This represents a continued reduction in the repairs backlog and demonstrates positive progress towards improving workflow management. However, performance remains 85 cases above the target of 1,500, indicating that further reductions are required to achieve the desired position. The improvement reflects ongoing efforts to increase repair completions, review outstanding work orders, and prioritise the closure of aged repairs. Enhanced management oversight, improved scheduling arrangements and a focus on reducing follow-on works have contributed to the reduction in overall WIP levels during the month. Despite this positive trend, the service continues to face challenges associated with demand levels, capacity constraints, and the completion of more complex repairs requiring specialist resources or additional visits. These factors continue to place pressure on backlog reduction efforts and impact the speed at which open repair orders can be resolved. Targeted actions remain in place to further reduce WIP, including enhanced monitoring of overdue

Code	Repairs & Maintenance	Exception Notes
		repairs, improved resource allocation, increased productivity initiatives, and regular review of outstanding work orders. While performance remains above target, the continued month-on-month reduction provides encouraging evidence that the measures being implemented are having a positive impact, and further improvements are expected over the coming months.
RP02a	Percentage of non-emergency repairs completed within the landlord's target timescale	Performance for Q1 2026/27 was 56.98%, representing a decrease from 59.08% in Q4 2025/26 and continuing the downward trend seen since Q3 2025/26. Performance remains significantly below the target of 90%, with a variance of 33.02 percentage points, indicating that the service continues to face substantial challenges in delivering routine repairs within target timescales. The reduction in performance reflects ongoing pressures within the repairs service, including high demand levels, the volume of aged repairs carried forward, resource and capacity constraints, and an increase in complex repairs requiring follow-on works, specialist trades, or the procurement of materials. These factors have impacted the service's ability to complete routine repairs within the required timescales. The decline is also consistent with the current levels of work in progress and overdue repair orders, which continue to place pressure on operational performance. Delays in completing non-emergency repairs can have a direct impact on tenant satisfaction and remain a key area of focus for the service.
RMA04a	Average Completion Time - Appointable	Performance continued to improve in June 2026, with the average completion time for appointable repairs reducing from 23 days in May to 21 days, bringing the service to within 1 day of the target of 20 days. This represents a positive month-on-month improvement and demonstrates that measures implemented to improve repair delivery are having the desired effect. The reduction in completion times reflects increased focus on repair scheduling, improved management of outstanding appointments, and proactive monitoring of repair performance. Continued efforts to reduce delays associated with follow-on works, improve workforce utilisation, and address aged repair orders have also contributed to the improved position. Whilst performance remains marginally above target, the trend is encouraging and indicates that the service is moving in the right direction. Challenges remain around managing complex repairs, securing specialist resources, and coordinating works that require multiple visits or external suppliers, all of which can impact overall completion times. The Repairs Service will continue to focus on reducing outstanding workloads, increasing first-time fix rates, and optimising appointment management processes. With sustained management oversight and continued operational improvements, performance is expected to move closer to and achieve the 20-day target in the coming months.
RMW01d	% Work in Progress overdue to Work Orders raised	Performance for June 2026 was 39.62%, an increase from 33.09% in May 2026 and significantly above the target of 5%. The upward trend indicates that a growing proportion of open repair orders are exceeding their target completion times, highlighting ongoing pressures within the repairs service. The increase in overdue work is primarily attributable to the volume of legacy repair orders carried forward, capacity constraints within operational teams, and delays associated with complex repairs requiring follow-on works, specialist trades, materials, or multiple visits. Whilst overall Work in Progress levels have started to reduce, a significant proportion of the remaining workload consists of aged and more challenging cases, which continues to impact this measure. Performance against this indicator remains a key area of concern as overdue repairs can negatively affect customer satisfaction and increase the overall backlog of outstanding work. The service is therefore maintaining a strong focus on identifying and resolving long-outstanding repair orders, strengthening performance monitoring, and improving escalation arrangements for jobs approaching or exceeding target timescales. Actions underway include dedicated reviews of aged repairs, enhanced management oversight of overdue work orders, improved scheduling and resource allocation, and targeted interventions to address bottlenecks within the repairs process. Although the current position remains well above target, reducing the volume of overdue repairs remains a key operational priority and is expected to improve as the overall backlog continues to reduce.

Code	Repairs & Maintenance	Exception Notes
RP02b	Percentage of emergency repairs completed within the landlord's target timescale	Performance for June 2026 improved to 98.48%, up from 98.11% in May 2026, continuing the positive trend seen over recent months. This remains above the previous year-end performance of 97.18% and demonstrates the service's ongoing ability to respond effectively to emergency repair requests. Whilst the result remains marginally below the target of 100%, performance is consistently high, with the vast majority of emergency repairs being completed within the required timescale. Those repairs completed outside target are generally linked to factors such as access issues, tenant availability, or exceptional operational circumstances that can occasionally impact response times. The continued improvement reflects effective prioritisation of emergency repairs, robust triage arrangements, and proactive management oversight to ensure urgent repairs are attended to promptly. The service has maintained sufficient capacity to respond to emergencies despite wider pressures across the repairs service. Performance will continue to be closely monitored, with a focus on understanding the causes of any missed targets and implementing corrective actions where required. Maintaining performance at current levels and driving further improvements will support the service's ambition of achieving full compliance with the 100% target.

Code	Awaab's	Exception Notes
ALRME04	Awaab's Law % of Emergency repairs completed within the landlord's target timescale	Performance for June 2026 was 67.74%, a decrease from 71.70% in May 2026. Whilst performance remains significantly improved compared with the April position of 51.92%, it remains well below the target of 100%, indicating that further improvements are required to ensure full compliance with Awaab's Law emergency repair timescales. The reduction in June reflects the operational challenges associated with responding to a growing number of damp and mould-related cases, including the complexity of some properties, resource availability, follow-on works requirements, and the need to coordinate multiple interventions to fully resolve issues. Although emergency inspections and initial responses continue to be prioritised, some cases have taken longer than target timescales to complete. 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. 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.
ALRMS04	Awaab's Law % of Significant repairs completed within the landlord's target timescale	Performance improved significantly in June 2026 to **79.66%**, compared with **66.67% in May 2026** and **57.58% in April 2026**. This represents a substantial improvement of **22.08 percentage points** since the start of the year and demonstrates the positive impact of actions taken to strengthen the management of damp and mould cases. Despite the positive trajectory, performance remains below the target of **98%**, indicating that a number of significant repairs continue to exceed the required completion timescales. The main challenges affecting performance include the complexity of remedial works, the need for specialist surveys and treatments, contractor and resource availability, and cases requiring multiple visits before full resolution can be achieved. The continued improvement reflects increased operational focus on Awaab's Law compliance, including enhanced case management, improved monitoring of outstanding repairs, prioritisation of higher-risk cases, and strengthened oversight of damp and mould-related works. Better coordination between repairs teams, surveyors and specialist contractors has also helped to accelerate case progression and completion. While there remains a gap to target, the sustained month-on-month improvement is encouraging and indicates that the service is moving in the right direction. Efforts will continue to focus on reducing aged cases, improving completion times, and ensuring residents receive timely and effective resolutions. Maintaining this positive momentum will be critical to achieving compliance targets and meeting the expectations of Awaab's Law.