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| Report to                | Housing Advisory Board                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Date                     | 28/05/2026                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Agenda No. & Title       | No. 10 Repairs & Maintenance                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Purpose of the Report    | To provide the Housing Advisory Board with an overview of Repairs and Maintenance performance, highlighting key achievements, challenges, risks, and service improvement activities during the reporting period.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Status                   | For Assurance                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Author                   | Simon Blundell Head of Repairs & Maintenance                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Report Contract          | Name: Simon Blundell<br>Email: s.blundell@bury.gov.uk                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Appendices               | <ol style="list-style-type: none"> <li>1. Performance Overview</li> <li>2. Sickness Update July 2027</li> <li>3. Exceptions to Q1 KPI's</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Background Documents     | N/A                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Recommendation/s         | The Housing Advisory Board is asked to note the contents of this report and provide feedback where appropriate                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Corporate Plan Objective | <input checked="" type="checkbox"/> Satisfied Tenants<br><input checked="" type="checkbox"/> Quality Homes<br><input type="checkbox"/> United Communities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Risk Implications        | <p>H32 - Repairs Backlog / Demand Pressure- Inability to meet repair demand leading to growing backlog, missed appointments, and declining tenant satisfaction.</p> <p>H33 - Contractor Performance &amp; Capacity- Third-party contractors failing to deliver required standards, timescales, or compliance obligations.</p> <p>H35 - Data Quality &amp; Asset Intelligence- Poor quality stock condition and repairs data leading to ineffective decision-making and misallocation of resources.</p> <p>H36 - Tenant Access &amp; No-Access Rates- Failure to gain access for repairs, inspections, or compliance works.</p> <p>H37 - Financial Pressures / Budget Overspend- Repairs expenditure</p> |

|                                                    |                                                                                                                                                                                                                                                                    |
|----------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                    | <p>exceeding budget due to rising costs and reactive demand.</p> <p>H39 - Regulatory Compliance (Housing Ombudsman / RSH)- Failure to meet consumer standards and complaint handling requirements.</p>                                                             |
| Mitigations/ controls                              | Service performance and risks are monitored through KPIs, compliance checks, financial controls, and customer feedback, with improvement actions implemented where required.                                                                                       |
| Financial / VFM Implications                       | Financial performance is regularly monitored to ensure repairs services are delivered efficiently, within budget, and provide value for money.                                                                                                                     |
| Regulatory/ Governance/ Legal Implications         | The service supports compliance with statutory and regulatory obligations, with performance and governance arrangements in place to identify and address any areas of concern.                                                                                     |
| Assets and Liabilities                             | N/A                                                                                                                                                                                                                                                                |
| Resource Implications                              | Service delivery is supported through existing staffing, contractor, and financial resources, which are monitored to ensure service demands can be met effectively.                                                                                                |
| Customer / Tenant Impact                           | Effective repairs services support safe, well-maintained homes and a positive customer experience for tenants.                                                                                                                                                     |
| EDI Implications                                   | The service is delivered in line with the Council's commitment to equality, diversity, and inclusion, ensuring fair and equitable access to repairs and maintenance services for all tenants.                                                                      |
| Sustainability and Environmental Implications      | Repairs and maintenance activities support the efficient use of resources and contribute to the long-term sustainability of the Council's housing stock.                                                                                                           |
| Colleague Impact                                   | Effective service delivery depends on colleagues and contractors having the capacity, skills, and support to meet service demands and performance targets.                                                                                                         |
| Stakeholder Communications and Reputational Impact | Due to go to HAB in July 2026                                                                                                                                                                                                                                      |
| Next Steps                                         | The service will focus on delivering identified improvement actions, addressing performance challenges, monitoring key risks, and maintaining compliance with statutory and regulatory requirements. Progress will be reported through future performance updates. |

## Repairs & Maintenance Service Update

### Purpose

The purpose of the report is to provide the Housing Advisory Board with an overview of Repairs and Maintenance service performance during Quarter 1 2026/27. The report highlights key achievements, areas of concern, risks, and the actions being taken to improve service delivery. The report is intended to support assurance, transparency and effective scrutiny of service performance.

### Executive Summary

The Repairs and Maintenance Service continues to make progress against its improvement programme, with a number of improvements in several key areas during Quarter 1.

Performance has improved significantly in responsive repairs, including in emergency repair performance, first-time fix rates, repair completion times and customer satisfaction. Tenant feedback also indicates improving tenant satisfaction with the service, with all reported repairs-related Tenant Satisfaction Measures improving compared with the previous quarter.

Despite these improvements, challenges remain. Historic repair backlogs, overdue repairs, Awaab's Law compliance, disrepair caseloads and void turnaround performance continue to place pressure on the service and impact tenant experience. Improvement activity is focussed on addressing these areas whilst ensuring compliance with regulatory requirements and delivering sustainable long-term service improvement.

Members are asked to note both the progress achieved and the areas where further improvement is required, whilst taking assurance from the strengthened governance arrangements and structured recovery plans now in place

### Background

The Housing Repairs and Maintenance Service operates within an increasingly demanding regulatory environment, shaped by the Social Housing (Regulation) Act, strengthened Consumer Standards and the introduction of Awaab's Law.

The service plays a critical role in ensuring that tenants live in safe, well-maintained homes and receive an effective, responsive repairs service. Improving tenant outcomes, demonstrating compliance and rebuilding customer confidence remain key priorities.

Throughout Quarter 1, activity has focused on:

- Reducing repair backlog and overdue repairs.
- Improving repairs performance and customer satisfaction.
- Strengthening damp and mould management arrangements.
- Improving service productivity and first-time fix performance.
- Strengthening governance, performance reporting and assurance.
- Developing a sustainable operating model capable of delivering continuous improvement.

### **Current Performance Position**

Performance during June 2026 shows signs of operational improvement across responsive repairs and tenant satisfaction, although a number of key indicators remain below target and continue to present operational and compliance risks. (See appendix 1).

#### **Key Repairs and Compliance Metrics**

- Non-emergency repairs completed within target timescales: 57% (Target: 90%)
- Emergency repairs completed within target timescales: 98.48% (Target: 100%)
- Repairs completed right first time: 90.01% (Target: 85%)
- Average appointable repair completion time: 21 days (Target: 20 days)
- Repairs Work in Progress (WIP): 1,585 (Target: 1,500)
- Overdue repairs within WIP: 39.62% (Target: 5%)

#### **Awaab's Law Compliance**

- Emergency cases completed within target: 67.74% (Target: 100%)
- Significant cases completed within target: 79.66% (Target: 98%)

#### **Tenant Satisfaction Measures (Q1 2026/27)**

- Satisfaction with repairs: 77.6% (Target: 80%)
- Satisfaction with repair times: 73.81% (Target: 75.5%)
- Satisfaction that the home is well maintained: 72.41% (Target: 69.4%)

#### **Voids Performance**

- Average re-let time (End-to-End): 54 days
- Average re-let time (Key-to-Key): 44 days
- Current active voids: 58 properties, including 52 live voids and 6 on hold

## **Performance Summary**

The overall performance position is best described as improving but not yet stable.

The most significant improvement has been within responsive repairs, where increased productivity and stronger performance management arrangements have contributed to improved completion rates, better first-time fix performance and shorter completion times. These improvements are beginning to be reflected in tenant satisfaction results, which have improved across all reported repairs measures.

The service has also made progress in damp and mould management, particularly in the completion of significant repairs under Awaab's Law requirements. Performance has improved consistently over recent months and demonstrates that revised case management and governance arrangements are starting to deliver results.

Nevertheless, significant challenges remain. Historic repairs continue to drive high levels of overdue work, whilst disrepair, compliance and void performance remain below the standards expected. These areas continue to present operational, compliance and customer experience risks and will remain priority areas for improvement throughout Quarter 2.

## **Improvement Programme**

A structured improvement programme is in place to support service recovery and long-term performance improvement.

Key workstreams include:

### **Repairs Recovery**

- Reducing overdue repairs and aged work orders.
- Increasing productivity and throughput.
- Improving scheduling and resource allocation.
- Strengthening first-time fix performance.

### **Compliance and Awaab's Law**

- Improved damp and mould case management.
- Enhanced monitoring and escalation arrangements.
- Greater assurance over completion timescales.
- Improved compliance reporting and oversight.

### **Customer Experience**

- Improved customer communications.
- Enhanced appointment management.

- Increased focus on vulnerable tenants.
- Greater use of customer feedback and transactional surveys.

### **Data and Assurance**

- Improvements to reporting accuracy and consistency.
- Enhanced performance dashboards.
- Improved management information.
- Stronger audit trails and assurance processes.

### **Workforce and Capacity**

- Recruitment and multiskilling initiatives.
- Improved operational resilience.
- Better deployment of resources.
- Enhanced contractor oversight and accountability.

## **Key Risks and Board Assurance**

The Board should note that several risks continue to require careful management.

### **Repairs Backlog**

A significant proportion of outstanding repairs remain overdue. Whilst backlog volumes have started to reduce, further sustained improvement is required to prevent delays impacting customer satisfaction and service performance.

### **Awaab's Law Compliance**

Performance against Awaab's Law requirements has improved but remains below target. Continued focus is required to ensure housing hazards are identified, prioritised and resolved within required timescales.

### **Tenant Experience**

Delays associated with historic repairs, damp and mould and void properties continue to impact customer experience and remain key drivers of dissatisfaction.

### **Workforce Capacity**

Operational capacity remains under pressure from existing demand and backlog reduction activity. Successful recruitment, retention and workforce development remain key enablers of service recovery.

### **Financial**

The costs associated with backlog management, disrepair activity and increasing demand continue to place pressure on budgets and operational resources.

The Board can be assured that these risks are understood, actively monitored and supported by improvement plans. Strengthened governance arrangements, regular performance review meetings, enhanced oversight and clear accountability structures are now embedded within the service and provide greater assurance regarding performance, compliance and risk management.

## **Priorities for Quarter 2**

The service will focus on:

- Reducing outstanding repair backlog and overdue repairs.
- Improving compliance with Awaab's Law requirements.
- Reducing disrepair caseloads and associated risk.
- Improving void turnaround performance.
- Embedding the Repairs Operating Model.
- Improving data quality and performance reporting.
- Increasing customer satisfaction and trust.
- Strengthening workforce capacity and resilience.

## **Recommendations**

The Housing Advisory Board is requested to:

- Note the current performance position and progress made during Quarter 1.
- Note the key challenges relating to backlog, compliance, disrepair and void performance.
- Receive assurance that improvement plans and governance arrangements are in place to support recovery.
- Support the continued implementation of the Repairs and Maintenance Improvement Programme.

## **Conclusion**

The Repairs and Maintenance Service is demonstrating clear signs of improvement following a period of significant challenge. Performance has improved across several key indicators, including first-time fix, customer satisfaction, repair completion times and the management of damp and mould cases. These improvements provide evidence that recovery activity is beginning to have a positive impact.

Whilst important challenges remain, particularly in relation to backlog reduction, compliance performance, void turnaround times and disrepair activity, the service now has stronger governance arrangements, better quality management information and a clear programme of improvement in place.

The focus for Quarter 2 will be on converting these early improvements into sustained performance gains and delivering measurable improvements in outcomes for tenants. The

Housing Advisory Board can be assured that performance, risk and compliance will continue to be closely monitored as the service progresses its improvement journey.

## Appendix 1- Sickness Update July 2027 (inc missed completions)

| Division | Name | Job                  | Absence Reason                                 | Days Lost |
|----------|------|----------------------|------------------------------------------------|-----------|
| R & M    | RW   | Multiskilled Joiner  | Sickness –other Musculo-skeletal               | 187       |
| R & M    | RR   | Multiskilled Joiner  | Sickness-Neurological                          | 90        |
| R & M    | LD   | Multiskilled Joiner  |                                                | 62        |
| R & M    | MB   | Multiskilled Joiner  | Sickness-Other                                 | 131       |
| R & M    | JS   | Multiskilled Flagger | Sickness-Other musculo-skeletal problems       | 178       |
| R & M    | IV   | Multiskilled Plaster | Sickness-Other musculo-skeletal problems       | 26        |
| R & M    | JW   | Repairs Scheduler    | Sickness-Heart, blood pressure and circulation | 80        |

### Missed Completions:

|           | No of Operatives | Ave Prod | Total days lost | Potential Job Completions | 26/27 Working days | Potential Job Completions |
|-----------|------------------|----------|-----------------|---------------------------|--------------------|---------------------------|
| Joiner    | 4                | 4.18     | 470             | 7858                      | 48.7               | <b>814</b>                |
| Flagger   | 1                | 0.54     | 178             | 96                        | 48.7               | <b>26</b>                 |
| Plasterer | 1                | 1.34     | 26              | 35                        | 48.7               | <b>65</b>                 |

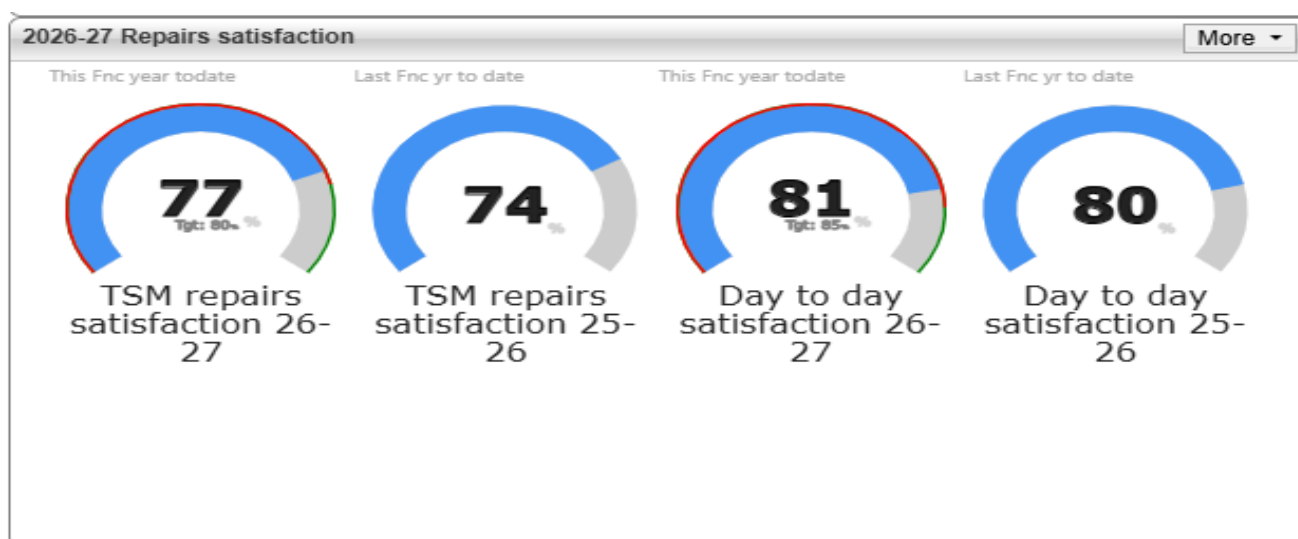
## Appendix 2- Performance Overview

| Code   | Repairs & Maintenance                                                                | 2025/26 Value | Apr 2026 Value | May 2026 Value | Jun 2026 Value | Monthly trend | 2026/27 Value | 2026/27 target |
|--------|--------------------------------------------------------------------------------------|---------------|----------------|----------------|----------------|---------------|---------------|----------------|
| RM01   | Work in Progress figures                                                             | 1,838         | 1,050          | 1,635          | 1,585          | ↓             | 1,585         | 1,500          |
| RP02a  | Percentage of non emergency repairs completed within the landlord's target timescale | 68.98%        | 54.83%         | 59.75%         | 98.48%         | ↑             | 69.13%        | 90%            |
| RM03   | Repairs completed right first time                                                   | 75.29%        | 88.9%          | 89.41%         | 90.01%         | ↑             | 89.43%        | 85%            |
| RMA04a | Average Completion Time - Appointable                                                | N/A           | 26             | 23             | 21             | ↓             | 21            | 20             |
| RMW01d | % Work in Progress overdue to Work Orders raised                                     | N/A           | 10.57%         | 33.09%         | 39.62%         | ↓             | 39.62%        | 5%             |
| RP02b  | Percentage of emergency repairs completed within the landlord's target timescale     | 97.18%        | 98.3%          | 98.11%         | 98.48%         | ↑             | 98.3%         | 100%           |

| Code   | Repairs & Maintenance            | 2025/26 Value | Apr 2026 Value | May 2026 Value | Jun 2026 Value | Monthly trend | 2026/27 Value | 2026/27 target |
|--------|----------------------------------|---------------|----------------|----------------|----------------|---------------|---------------|----------------|
| RMU04a | Average Completion Time - Urgent | N/A           | 5              | 4              | 4              | ▬             | 4             | 5              |

| Code    | Awaab's                                                                               | Apr 2026 Value | May 2026 Value | Jun 2026 Value | Monthly trend | 2026/27 Value | 2026/27 target |
|---------|---------------------------------------------------------------------------------------|----------------|----------------|----------------|---------------|---------------|----------------|
| ALRME04 | Awaab's Law % of Emergency repairs completed within the landlord's target timescale   | 51.92%         | 71.7%          | 67.74%         | ↓             | 67.74%        | 100%           |
| ALRMS04 | Awaab's Law % of Significant repairs completed within the landlord's target timescale | 57.58%         | 66.67%         | 79.66%         | ↑             | 79.66%        | 98%            |

| Code | TSM                                                         | 2025/26 Value | Q2 2025/26 Value | Q3 2025/26 Value | Q4 2025/26 Value | Q1 2026/27 Value | Quarterly trend | 2026/27 Value | 2026/27 target |
|------|-------------------------------------------------------------|---------------|------------------|------------------|------------------|------------------|-----------------|---------------|----------------|
| TP02 | Satisfaction with repairs                                   | 72.87%        | 75%              | 65.93%           | 71.43%           | 77.6%            | ↑               | 77.6%         | 80%            |
| TP03 | Satisfaction with time taken to complete most recent repair | 71.19%        | 75%              | 67.63%           | 69.39%           | 73.81%           | ↑               | 73.81%        | 75.5%          |
| TP04 | Satisfaction that the home is well maintained               | 71.19%        | 76.09%           | 66.67%           | 71.43%           | 72.41%           | ↑               | 72.41%        | 69.4%          |



| VOIDS                              | 25/26 | Apr | May | Jun | YTD Avg |
|------------------------------------|-------|-----|-----|-----|---------|
| Av re let time for ALL- End to End | 26    | 54  | 59  | 54  | 56      |
| Av re let time for ALL- Key to Key | 45    | 25  | 45  | 44  | 38      |

### Appendix 3- Exceptions to Q1 KPI's

|      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| TP02 | <p>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 of 6.17 percentage points reflects the impact of continued service improvements across the repairs function and has brought performance to within 2.4 percentage points of the annual target of 80%.</p> <p>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.</p> <p>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.</p> <p>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.</p>                                                                  |
| TP03 | <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p>                                                                                                                                                                     |
| TP04 | <p>Tenant satisfaction that their home is well maintained was 72.41% in Q1 2026/27, representing an improvement from 71.43% in Q4 2025/26 and continuing the recovery from the lower performance reported during Q4. Performance remains comfortably above the target of 69.4% by 3.01 percentage points, demonstrating that tenants generally have a positive perception of the condition and maintenance of their homes.</p> <p>The improved result reflects the ongoing focus on delivering responsive repairs, addressing property condition issues, and maintaining effective planned and cyclical maintenance programmes. Improvements in repairs performance and increased attention to resolving outstanding repair requests have contributed to a more positive customer experience and perception of property standards.</p> <p>Although the target has been exceeded, there remains some variation in customer satisfaction linked to repair completion times, communication regarding outstanding works, and the condition of certain homes awaiting investment or more extensive repairs. These factors continue to influence tenant perceptions and will remain areas of focus.</p> <p>The service will continue to build on this positive performance by maintaining investment in property maintenance, improving communication with tenants, monitoring customer feedback, and ensuring repair requests are completed efficiently. Sustaining strong performance against this measure will support wider improvements in overall tenant satisfaction throughout 2026/27.</p> |

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|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| RM01   | <p>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.</p> <p>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.</p> <p>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.</p> <p>Targeted actions remain in place to further reduce WIP, including enhanced monitoring of overdue 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.</p>                                                                                                             |
| RMA04a | <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p>                                                                                                                                                                                                                                             |
| RMW01d | <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> |
| RP02b  | <p>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.</p> <p>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.</p> <p>The continued improvement reflects effective prioritisation of emergency repairs, robust triage arrangements,</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

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|---------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|         | <p>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.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| RP02a   | <p>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.</p> <p>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.</p> <p>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.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| ALRME04 | <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p>                                                                                                                                                                                                                                                                                       |
| ALRMS04 | <p>Performance improved significantly in June 2026 to <b>79.66%</b>, compared with <b>66.67% in May 2026</b> and <b>57.58% in April 2026</b>. This represents a substantial improvement of <b>22.08 percentage points</b> 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 <b>98%</b>, 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.</p> |

END