

Springs Tenant Management Co-operative Performance Scorecard



Springs Tenant Management Co-operative continue to manage 284 properties on behalf of Bury Council in the Redvales area of Bury. This scorecard outlines the performance of the co-operative on a quarterly basis

Arrows are based on last quarter's out turn:



Performance trend improving



Performance trend static



Performance trend deteriorating

Current performance colour based on current annual target:



Excellence (Target achieved or exceeded)



Performance not on track but within 10% of green



Performance not on track by more than 10%

Tenant Satisfaction Measures	2024/25 Value	Q1 2025/26 Value	Q2 2025/26 Value	Q3 2025/26 Value	Q4 2025/26 Value	Quarterly trend	2025/26 Value	2025/26 target	BM Owner
Springs_TP01 - Percentage of tenants who report that they are satisfied with the overall service from their landlord	100%	95%	90.48%	87.5%	94.12%	↑	91.46%	74%	RW
Springs_TP02 - Percentage of tenants who have received a repair in the last 12 months who report that they are satisfied with the overall repair service	97.06%	75%	80.95%	62.5%	94.12%	↑	76.83%	80%	RW
Springs_TP03 - Percentage of tenants who have received repair in the last 12 months who reported that they are satisfied with the time taken to complete the most recent repair	93.75%	75%	80.95%	70.83%	88.24%	↑	78.05%	75.5%	RW
Springs_TP04 - Percentage of tenants who report that they are satisfied that the home is well maintained	100%	85%	80.95%	83.33%	91.67%	↑	84.42%	69.4%	RW
Springs_TP05 - Percentage of tenants who report they are satisfied that their home is safe	97.14%	85%	85.71%	83.33%	100%	↑	87.8%	76%	RW
Springs_TP06 - Percentage of tenants who report that they are satisfied that their landlord listens to tenant views and acts upon them	97.14%	90%	80.95%	79.17%	93.75%	↑	85.19%	58.9%	RW
Springs_TP07 - Percentage of tenants who are satisfied that the landlord keeps them informed about things that matter to them	97.22%	90%	90.48%	83.33%	100%	↑	90.24%	76%	RW
Springs_TP08 - Percentage of tenants who report that they agree their landlord treats tenants fairly and with respect	100%	90%	90.48%	83.33%	100%	↑	90.24%	76.3%	RW
Springs_TP09 - Percentage of tenants who report making a complaint in the last 12 months who are are satisfied with their landlord's approach to complaints handling	93.75%	70%	57.14%	62.5%	92.86%	↑	68.35%	50%	RW
Springs_TP10 - Percentage of tenants with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained	96.67%	80%	81.82%	45.83%	76.92%	↑	65.52%	65.5%	RW
Springs_TP11 - Percentage of tenants who report that they are satisfied that their landlord makes a positive contribution to neighbourhoods	94.12%	85%	76.19%	75%	100%	↑	82.5%	62.5%	RW
Springs_TP12 - Percentage of tenants who report they are satisfied with their landlord's approach to handling anti-social behaviour	96.88%	75%	75%	66.67%	81.82%	↑	73.24%	60.4%	RW

Asset Management	2024/25 Value	Q1 2025/26 Value	Q2 2025/26 Value	Q3 2025/26 Value	Q4 2025/26 Value	Quarterly trend	2025/26 Value	2025/26 target	BM Owner
Springs_AM01 - Percentage of homes that do not meet the Decent Homes Standard	0%	0%	0%	0%	0%	▬	0%	0%	RW
Springs_AM08 - % of homes with an EPC rating of C or above.	96.05%	68.55%	68.55%	68.55%	68.79%	⬆	68.61%	60%	RW
Springs_AM09 - Delivery of capital programme (percentage measure)	No Data	No planned works	No planned works	No planned works	No planned works	?	No Data	0%	RW

Compliance	2024/25 Value	Q1 2025/26 Value	Q2 2025/26 Value	Q3 2025/26 Value	Q4 2025/26 Value	Quarterly trend	2025/26 Value	2025/26 target	BM Owner
Springs_BS01 - Proportion of homes for which all required gas safety checks have been carried out	100%	100%	100%	100%	100%	▬	100%	100%	CS
Springs_BS02 - Percentage of homes for which all required fire risk assessments have been carried out (communal)	100%	100%	100%	100%	100%	▬	100%	100%	RW
Springs_BS03 - Percentage of homes for which all required asbestos management surveys or re-inspections have been carried out (communal)	100%	100%	100%	100%	100%	▬	100%	100%	RW
Springs_BS04 - Percentage of homes for which all required legionella risk assessments have been carried out	No Data	No shared water tanks	No shared water tanks	No shared water tanks	No shared water tanks	?	No Data		RW
Springs_CM06 - Periodic electrical testing (domestic properties) compliance		97.88%	100%	100%	100%	▬	99.47%	100%	CS
Springs_CM07 - Fire Safety -percentage of Schemes fully compliant		100%	100%	100%	100%	▬	100%	100%	RW
Springs_CM08 - Percentage of fire-safety follow-up actions completed within timescale per Fire Risk Assessment	No Data	No Data	No Data	No Data	No Data	?	No Data	100%	RW

Compliance	2024/25 Value	Q1 2025/26 Value	Q2 2025/26 Value	Q3 2025/26 Value	Q4 2025/26 Value	Quarterly trend	2025/26 Value	2025/26 target	BM Owner
Springs_CM09 - Number of Active Disrepair Claims Received Relating to Damp		2	0	0	3	↓	5		RW
Springs_CM09a - Total Cost of Disrepair Claims Received Relating to Damp and Mould		£9,725	£0	£0	£0	▬	£9,725		RW
Springs_CM10 - Number of properties where damp identified	3	2	0	0	0	↓	2		RW
Springs_CM11 - Number of properties that STH have been notified as capped and due for intervention with tenant to verify they have the means to heat and eat.	0	0	1	1	3	↓	3		RW

Finance (Rents)	2024/25 Value	Q1 2025/26 Value	Q2 2025/26 Value	Q3 2025/26 Value	Q4 2025/26 Value	Quarterly trend	2025/26 Value	2025/26 target	BM Owner
Springs_FM1 - Total rent arrears (Springs Stock) Current and former tenants	£50,822	£42,920	£47,055	£59,146	£54,741	↑	£50,966		RW
Springs_FM2 - Total rent arrears	£34,937.29	£34,360.8	£38,003.27	£50,094.47	£47,715.15	↑	£42,543.42		RW
Springs_FM3 - Cash Collected	106.41%	105.84%	100.04%	103.17%	104.29%	↑	103.22%	100%	RW
Springs_FM4 - % of rent arrears of current tenants	2.65%	2.66%	3.17%	3.88%	2.91%	↓	3.7%	3.38%	RW
Springs_FM5 - Proportion of rent collected	105.46%	104.62%	105.17%	103%	104.09%	↑	104.04%	99.5%	RW
Springs_FM6 - True rent arrears.	107.06%	109.76%	107.52%	106.57%	105.69%	↓	106.74%	98.15%	RW
Springs_FM7 - Cumulative rent loss from vacant LA homes	0.17%	0.13%	0.12%	0.12%	0.11%	↑	0.11%	1.07%	RW
Springs_FM7a - Quarterly rent loss from vacant LA dwellings	£2,278.82	£436.77	£74.75	£352.16	£258.23	↑	£1,121.91		RW

Repairs & Maintenance	2023/24 Value	Q1 2025/26 Value	Q2 2025/26 Value	Q3 2025/26 Value	Q4 2025/26 Value	Quarterly trend	2024/25 Value	2025/26 target	BM Owner
Springs_RM02a - Percentage of non emergency repairs completed within landlord's target timescale	100%	100%	100%	100%	100%	▬	100%	100%	RW
Springs_RM02b - Percentage of emergency repairs completed within landlord's target timescale	100%	100%	100%	100%	No emergency repairs	?	100%	100%	RW
Springs_RM03 - Repairs completed right first time	99.6%	100%	100%	100%	100%	▬	100%	95%	RW
Springs_RM04 - Average time taken to complete non-urgent responsive repairs	9	9	11	10	11	↓	10	17	RW
Springs_RM05 - Repairs - proportion of planned to responsive	11%	3%	4%	97%	99%	↑	2%	20%	RW
Springs_RM06 - Number of emergency repairs completed in the quarter	6.25	2	4	3	0	↓	1.5		RW
Springs_RM07 - Number of non-emergency repairs completed in the quarter	55.75	63	97	87	68	↓	271		RW

Tenancy Management	2024/25 Value	Q1 2025/26 Value	Q2 2025/26 Value	Q3 2025/26 Value	Q4 2025/26 Value	Quarterly trend	2025/26 Value	2025/26 target	BM Owner
Springs_TM1 - Number of Tenancies Failing within the first 6 months	0	0	0	0	0	▬	0		RW
Springs_TM2 - Number of tenancies failing in first 12mths	0	0	0	0	0	▬	0		RW
Springs_TM3 - Average Re-let Times	11	19	19	12	5	↑	14	39	RW
Springs_TM4 - Average Re-let Times (General Needs only)	11	19	19	12	5	↑	14	24	RW
Springs_TM7 - Number of evictions any reason	0	0	0	0	0	▬	0		RW

Complaint Handling	2024/25 Value	Q1 2025/26 Value	Q2 2025/26 Value	Q3 2025/26 Value	Q4 2025/26 Value	Quarterly trend	2025/26 Value	2025/26 target	BM Owner
Springs_CH01a - Complaints relative to the size of the landlord - formal Stage 1	0.04	0.07	0.07	0.07	0.07	▬	0.07	3.6	RW
Springs_CH01b - Complaints relative to the size of the landlord - formal Stage 2	0	0	0.07	0	0	▬	0.02		RW
Springs_CH02a - Complaints responded to within Complaint Handling Code timescales - Stage 1	100%	100%	100%	100%	100%	▬	100%	100%	RW
Springs_CH02b - Complaints responded to within Complaint Handling Code timescales - Stage 2	100%	No Data	100%	No complaints logged	No complaints logged	?	100%	100%	RW
Springs_CH05 - Number of Housing Ombudsman determinations received, regardless of outcome				1	0	▬	1		CR

Neighbourhood Management	2024/25 Value	Q1 2025/26 Value	Q2 2025/26 Value	Q3 2025/26 Value	Q4 2025/26 Value	Quarterly trend	2025/26 Value	2024/25 target	BM Owner
Springs_NM01a - Anti-social behaviour cases relative to the size of the landlord	0.45	0	0.14	0.07	0	↑	0.05	2.58	RW
Springs_NM01b - Anti-social behaviour cases relative to the size of the landlord that involve hate incidents	0	0	0	0	0	▬	0		RW