Bury Council – Housing Services

Quarterly Scorecard

Q2 2026-27

Key

Arrows are based on last quarter's out turn:

- ↑ Performance trend improving
- – Performance trend static
- ↓ Performance trend deteriorating

Current performance colour based on annual target:

- Excellence (Target achieved or exceeded)
- Performance not on track but within 10% of green
- Performance not on track by more than 10%

Code	Tenant Satisfaction Measure Quarterly	2025/26 Value	Q1 2026/27 Value	Q2 2026/27 Value	Quarterly trend	YTD Value	2026/27 target
TP01	**Percentage of tenants satisfied with the overall service their landlord provides**	73.91%	73.24%	73.63%	↑	73.46%	77%
TP02	**Satisfaction with repairs**	76.69%	80.39%	82.35%	↑	81.51%	80%
TP03	**Satisfaction with time taken to complete most recent repair**	74.45%	75.49%	78.68%	↑	77.31%	78%
TP04	**Satisfaction that the home is well maintained**	71.23%	74.47%	73.08%	↑	72.78%	79%
TP05	**Satisfaction that the home is safe**	75.04%	78.01%	75.69%	↓	76.71%	80%
TP06	**Satisfaction that the landlord listens to tenant views and acts upon them**	59.29%	54.89%	66.29%	↑	61.36%	65%
TP07	**Satisfaction that the landlord keeps tenants informed about things that matter to them**	68.81%	70.71%	69.89%	↓	70.25%	77%
TP08	**Agreement that the landlord treats tenants fairly and with respect**	75.72%	80.71%	77.65%	↓	79%	80%
TP09	**Satisfaction with the landlord's approach to handling complaints**	37.63%	35.56%	51.72%	↑	44.66%	55%
TP10	**Satisfaction that the landlord keeps communal areas clean and well maintained**	68.95%	60.34%	67.21%	↑	63.87%	65.5%

Code	Tenant Satisfaction Measure Quarterly	2025/26 Value	Q1 2026/27 Value	Q2 2026/27 Value	Quarterly trend	YTD Value	2026/27 target
TP11	**Satisfaction that the landlord makes a positive contribution to neighbourhoods**	58.91%	60.9%	61.49%	↓	61.24%	62.5%
TP12	**Satisfaction with the landlord's approach to handling anti-social behaviour**	52.59%	52%	56.49%	↑	54.48%	60.4%

326 satisfaction surveys have been completed year to date. This equates to a 10% return rate and a confidence level of 95% with a margin of error of +/-5 % points. It is therefore not advisable to take the current quarterly changes as anything other than an indication of performance.[1]

Complaints handling and communal cleaning are key areas within the service plans this year and this will be a measure if the work undertaken in the last 6 months has been felt by tenants.

The regulator has highlighted the TSM mechanism as a key weakness and therefore there will be a review and consideration of how to measure TSM going forward.

TSM Quarterly	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Overall
Response rate (%)	9	8	9	10	10	10	10
Invites sent	540	563	540	587	573	614	3417
Responses completed	55	45	45	58	59	64	326

[1] If we did the survey 100 times we could be 95% sure that it would fall between +/-5%

code	Asset Management	2025/26 Value	Q1 2026/27 Value	Q2 2026/27 Value	Quarterly trend	2026/27 target
AM01b	Homes (dwelling units) that have had a stock condition survey in the last 5 years	82.95%	84.96%	87.3%	↑	Info only
AM06	Volume of Stock Condition Surveys completed in quarter (Cum YTD)	New PI	151	223	↑	Info only
AM01	Homes that do not meet the Decent Homes Standard	0.72%	18.67%	15.47%	↑	0%
AM08	% of homes with an EPC rating of C or above.	59.68%	69.95%	70.99%	↑	80%

Code	Asset Management	Exception Notes
AM01	Homes that do not meet the Decent Homes Standard	We are 8.88% short of our predicted target for this quarter which has been impacted by annual leave and access issues. We are trialling two options to try to maximise access (besides following the No Access Policy). We have 831 addresses where the failing element is external only so we are sending out notifications to those tenants to say that we will be carrying out external property inspections in their area and taking some external photos to update our records. As these have been split into areas this will maximise the number, we will be able to complete each day. We are also trialling an amendment to the opt in booking system where we send the appointment and give the option to change it. This will also help contain the appointments into areas and maximise efficiencies. We are monitoring this closely. We have also reinforced the process for the submission of the survey data so that it is provided by the surveyors as soon as possible after the survey. This is because we've experienced a bit of a lag between the survey being carried out and it being recorded in the right month and the data being put in the right place for analysis to be carried out. Again, this is under close scrutiny.

AM08	% of homes with an EPC rating of C or above.	There is a time lag for energy works completions and renewing EPC certs needed to evidence the properties move into EPC C band and above. An energy programme has just completed with new programmes due to start. The second half of 2026.27 should show increase in % stock within EPC band C. Additionally, as part of QL upgrade we are looking at the implementation of an Energy portal which will help significantly in calculating the energy efficiency of our housing stock and provide much better data confidence.

Code	PIA	2025/26 Value	Q1 2026/27 Value	Q2 2026/27 Value	Quarterly trend	YTD Value	2026/27 target	BM Owner
CH01a	Complaints relative to the size of the landlord - Stage 1 (Rolling 12 months)	3.68	42.51	58.72	↑	58.72	83	**CR**
CH01b	Complaints relative to the size of the landlord Stage 2	0.6	9.41	10.39	↑	10.39	Info only	**CR**
CH02a	Complaints responded to within Complaint Handling Code timescales - Stage 1	100%	100%	100%	–	100%	100%	**CR**
CH02b	Complaints responded to within Complaint Handling Code timescales - Stage2	100%	100%	100%	–	100%	100%	**CR**
CH07c	Percentage of Stage 1 Complaints Upheld	New	55.43%	43.82%	↑	49.72%	Info only	**CR**
CH07d	Percentage of Stage 2 Complaints Upheld	New	50.00%	42.31%	↑	46.43%	Info only	**CR**

Code	PIA	Exception Notes
CH01a	Complaints relative to the size of the landlord - Stage 1 (Rolling 12 months)	The continued increase in recorded complaints is encouraging and suggests Housing Services is becoming better at recognising and recording tenant dissatisfaction. Higher complaint numbers can also indicate greater tenant confidence in raising concerns and using the complaints process. Tenant satisfaction increased by 16% in Q2, which may reflect improvements to complaint handling, including the introduction of a personalised telephone call at the start of every complaint to clarify issues, gather relevant information and build trust from the outset. Year to date, Housing Services has recorded 304 complaints, comprising 181 Stage 1 complaints and 123 Councillor enquiries, with Councillor enquiries accounting for 40% of overall complaint demand. During Q2, 152 Stage 1 complaints were received, with only 9 progressing to Stage 2, giving an escalation rate of 5.9%. This means that more than 94% of complaints were resolved without escalation, suggesting that concerns are generally being addressed at the earliest opportunity. Whilst complaint volumes continue to increase, the combination of improving tenant satisfaction and low escalation rates suggests a positive direction of travel. Upheld rates have not been included in this analysis as outcome data for Councillor enquiries is currently held in a separate system, and reporting this would present an incomplete picture of overall complaint performance

Code	Voids	2025/26 Value	Jul 2026 Value	Aug 2026 Value	Sep 2026 Value	Monthly trend	YTD Value	2026/27 target
TM3	Average time taken to re-let local authority housing (days)	45	84	97	79	↑	73	39
FM7	Cumulative rent loss from vacant LA homes	1.35%	1.88%	1.87%	1.89%	↓	1.87%	1.07%

Code	Voids	Exception Notes
TM3	Average time taken to re-let local authority housing	In September, 24 properties were let across all stock types, with an average re-let time of 79 days. While this represented an improvement on August, performance remained above the target of 39 days. Several exceptional delays significantly impacted results. Within Neighbourhoods, six properties experienced multiple refusals, generating 445 void days. Additional delays included a 70-day hold requested by an applicant awaiting hospital discharge and a 13-day delay to arrange interpreter support, creating a further 83 void days. Together, these cases accounted for 528 void days. Within Property Services, seven properties incurred 371 void days due to delays in ending tenancies, returning keys, and completing major works such as boiler and kitchen replacements before reletting. Combined, these exceptional cases contributed 899 void days. Excluding them would reduce total void days from 1,896 to 997 and lower the average re-let time to 42 days, just three days above target. **Improvement actions include:** • Reviewing the property offer process and introducing clearer reoffer timescales. • Producing a customer lettings guide to improve understanding of allocations and sign-up procedures. • Reviewing Extra Care advertising and furnished property arrangements. • Working with Housing Options to increase demand for harder-to-let accommodation. • Improving key return arrangements, void reporting accuracy, and use of pre-termination inspections. • Recruiting to vacant trade posts and strengthening administrative support within the voids service.
FM7	Cumulative rent loss from vacant LA homes	

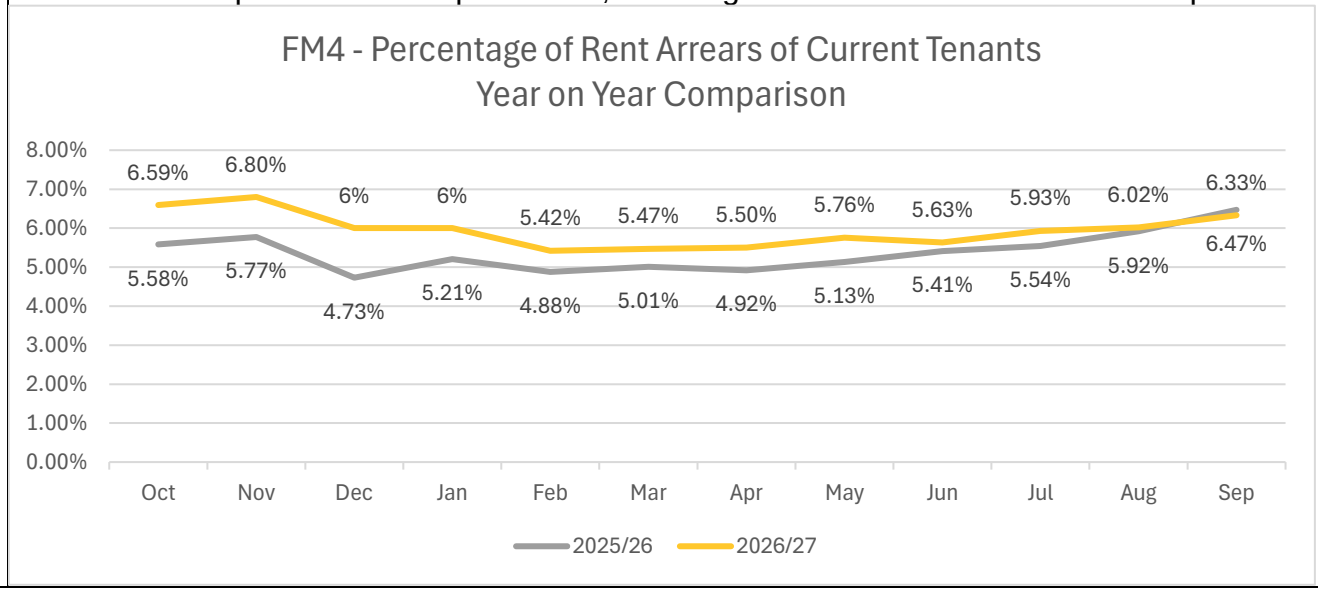
Code	Compliance	2025/26 Value	Jul 2026 Value	Aug 2026 Value	Sep 2026 Value	Monthly trend	2026/27 target
BS01	Gas Safety Checks	99.77%	99.88%	99.92%	99.85%	↓	100%
BS02	Fire Safety Checks	87.89%	100%	100%	100%	–	100%
BS03	Asbestos safety checks	100%	100%	100%	100%	–	100%
BS04	Water safety checks - Legionella	96.67%	100%	100%	100%	↓	100%
BS05	Lift safety checks	100%	100%	100%	100%	–	100%
CM06	Percentage of Tenanted Properties with Valid Electrical Safety Certificate	94.47%	90.58%	92.91%	96.56%	↑	100%

Code	Compliance	Exception Notes
BS01	Gas Safety Checks	11 Bury Council owned and managed properties had an overdue Landlord's Gas Safety Record (LGSR) (in excess of 12 months) up from the 6 reported last month. • 6 properties are less than 1 month past expiry • 1 property is between 1 and 3 months past expiry • 1 property is between 3 and 4 months past expiry • 2 properties are between 4 and 6 months past expiry From an Enforcement perspective, out of the above 11 expired properties, 4 have been issued with a Letter Before Action (LBA) and evidence has been provided, 3 are awaiting a court date and one has a court date set for the 30/10/2026.

CM06	Percentage of Tenanted Properties with Valid Electrical Safety Certificate	Electrical compliance data is undergoing ongoing cleansing and validation to improve accuracy, consistency, and regulatory alignment. The position reported reflects the most up to date validated data and presents a prudent, worst case view while final reports are confirmed. The electrical testing programme covers 7187 properties, of which 6756 are currently compliant. Within this compliant group, 184 properties have identified remedial works, all of which are actively being progressed by contractors. 33 properties remain compliant within the 10-year inspection cycle, while 214 properties are currently outside the cycle and therefore non-compliant. These have been issued to contractors with additional resources requested to accelerate inspections and restore compliance. Contractor engagement has improved following actions agreed at the previous Contract Management Meeting, with a formal progress update due within the next two weeks and early signs of performance improvement emerging. **Plans to return to compliance:** <u>Domestic EICR's:</u> Currently working through 184 backlog of non compliant assets - Some are errors on the certification and others are genuine remedial works. The remedial works are being highlighted through to our Contractor AB Electrical. Remedial works at current consist of Consumer Unit Changes, Main Bonding undersized, no continuity on ring circuits and some deterioration of cable insulation resistance. Rewires at present are on the lower side with only one highlighted in the past 3 months. <u>Communal EICR's:</u> Currently working on 11 backlog of non-compliant assets - Some are errors on the certification and others are genuine remedial works. The remedial works are being highlighted through to our Contractor AB Electrical. Remedial works at current consist of Consumer Unit Changes, no rcd, rcbo or rccb protection to circuits. Requires upgrade works to these general need blocks. This may need to feed into a program of works. 2 Assets were taken off the program due to not having a communal supply within the communal area. <u>Program of Works:</u> Current Program of works is going to plan (contract start date 02/04/26). Concentrating on Actual number of EICR's Required due to Out of 5 Year Cycle (33) and Without Documentation 214) - 214+33= 247 and remedial works identified (184) 247+184= 431. Outstanding Communal EICR's should be completed by the 08/10/26.

Code	Finance (Rents)	2025/26 Value	Jul 2026 Value	Aug 2026 Value	Sep 2026 Value	Monthly trend	2026/27 Value	2026/27 target
FM1	Total rent arrears (Bury Council Stock) Current and former tenants	£2,892,656	£3,307,227	£3,352,205	£3,470,303		£3,470,303	Info
FM4	Percentage of rent arrears of current tenants	5.47%	5.93%	6.02%	6.33%		6.33%	4.5%

Code	Finance (Rents)	Exception Notes
FM4	Percentage of rent arrears of current tenants	Improvement actions are progressing alongside the implementation of the Rent Improvement Plan. We have commenced a review of under staged accounts and have targeted communications to all affected customers to encourage engagement and support early intervention. 1716 cases in total for this ASCLR stage. In addition, communications have been sent to all customers experiencing increasing rent arrears who are in receipt of UC, with the aim of promoting engagement and helping prevent further escalation of debt. 245 letters sent. Voicescape challenges around automated calls being investigated to ensure criteria is correct and aligned to business needs. Work being undertaken on workflows and campaigns. Call calibration training has begun across the team to support a consistent approach to customer interactions and enhance the overall customer experience and collection outcomes. This will be followed by regular call audits conducted by the Business Partner monthly with constructive feedback and targeted training to ensure continuous improvement and best practice. Coaching Frameworks, TED and GROW, have been built and implemented to support consistency and help officers reach their potential. Opportunity for Improvement Tracker implemented capturing errors, upheld complaint issues, which will be utilised in conjunction with Coaching Documents. The 7 Stages of a Call training now built and being rolled out early November.

		The introduction of Robotic Process Automation to manage Direct Debit uplifts and UC verifications is expected to reduce the resource required for these processes, enabling the team to focus on more complex and value-added activities. 

Code	Neighbourhood Management	2025/26 Value	Q1 2026/27 Value	Q2 2026/27 Value	Quarterly trend	2026/27 Value	2026/27 target	BM Owner
NM01a	Anti-social behaviour cases relative to the size of the landlord (12 month rolling)	14.14	16.21	20.21	↓	20.21	20	**KP**
NM01b	Anti-social behaviour cases relative to the size of the landlord that involve hate incidents	0.14	0.14	0.14	–	0.14	0	**KP**
NM06	The number of occupied tenancies that have received a recorded tenancy visit this quarter	New	355	374	↑	729	Info only	**KP**

Code	Repairs & Maintenance	2025/26 Value	Jul 2026 Value	Aug 2026 Value	Sep 2026 Value	Monthly trend	YTD Value	2026/27 target
RM01	Work in Progress figures	1,838	1,562	1,431	1,434	↓	1,434	1,500
RP02a	Percentage of non emergency repairs completed within the landlord's target timescale	68.98%	60.25%	58.01%	61.29%	↑	58.57%	90%
RM03	Repairs completed right first time	75.29%	87.91%	89.25%	89.98%	↑	89.25%	85%
RMA04a	Average Completion Time - Appointable	New	26	24	24	–	24	20
RMW01d	% Work in Progress overdue to Work Orders raised	New	39.12%	35.57%	51.74%	↓	33.04%	5%
RP02b	Percentage of emergency repairs completed within the landlord's target timescale	97.18%	96.49%	97.84%	95.18%	↓	97.41%	100%
RMU04a	Average Completion Time - Urgent	New	5	5	6	↓	6	5

Code	PIA	Exception Notes
RP02a	Percentage of non-emergency repairs completed within the landlord's target timescale	Performance for appointable repairs was 61%, below target. Performance continues to be impacted by the prioritisation of emergency repairs, damp and mould cases, and other high-risk works, alongside efforts to reduce historic backlogs and overdue repairs. The remaining backlog includes a number of older and more complex repairs requiring specialist trades, follow-on works, multiple visits, or access arrangements. Actions are in place to reduce aged repairs, improve scheduling, increase capacity through recruitment and agency resources, and reduce Work in Progress levels to support improved performance.
RMA04a	Average Completion Time - Appointable	The average time to complete appointable repairs was 24 days, compared to the target of 20 days. To improve performance, we are prioritising the clearance of older outstanding repairs, strengthening scheduling and appointment management, and increasing operational capacity through the recruitment of permanent and agency staff. A continued focus on reducing follow-on works, resolving access

		issues, and lowering the overall backlog is expected to improve completion times over the coming months.
RMW01d	% Work in Progress overdue to Work Orders raised	Performance for overdue Work in Progress was 52%, significantly above target. This is largely driven by a backlog of older repairs while we continue to prioritise emergency repairs, damp and mould cases, and other high-risk works. Many overdue repairs are more complex and require contractor involvement, follow-on works, multiple appointments, or access arrangements before they can be completed. To improve performance, we have introduced regular backlog review meetings, strengthened management oversight of overdue repairs, and prioritised the oldest outstanding jobs for completion. Additional capacity is being provided through recruitment and agency resources, with a targeted focus on reducing aged repairs, lowering Work in Progress levels, and bringing overdue repairs back within target. Reducing overdue repairs remains a key priority and is central to the recovery plan, as this will improve repair completion times, increase customer satisfaction, and support better performance across the wider repairs service.
RMU04a	Average Completion Time - Urgent	The average completion time for urgent repairs was 6 days, above the target timescale. Performance has been impacted by ongoing service pressures, including the prioritisation of emergency repairs, damp and mould cases, and other high-risk works, alongside efforts to reduce the backlog of older repairs. Additional resources are being utilised to increase capacity, with a continued focus on improving scheduling, reducing overdue repairs, and bringing urgent repair completion times back within target.

Code	Awaab's	2025/26 Value	July 2026	August 2026	September 2026	Monthly trend	YTD Value	2026/27 target
ALRME04	Awaab's Law % of Emergency repairs completed within the landlord's target timescale	New	88.37%	67.74%	100%	↑	75.1%	100%
ALRMS04	Awaab's Law % of Significant repairs completed within the landlord's target timescale	New	73.33%	71.08%	74.55%	↑	70.68%	98%

Code	Awaab's	Exception Notes
ALRMS04	Awaab's Law % of Significant repairs completed within the landlord's target timescale	Performance for significant Awaab's Law cases investigated within 10 days was 75%, below target, but represents a 4% improvement on the previous month. Demand for damp and mould investigations remains high, and some cases require specialist surveys or further technical assessment before they can be progressed. This has impacted our ability to consistently achieve the 10-day target. A recovery plan is in place with enhanced management oversight of all open cases, weekly review of outstanding investigations, and targeted escalation of cases approaching target timescales. Additional surveyor and contractor capacity is being utilised to increase throughput. We are also strengthening case triage and scheduling arrangements to ensure higher-risk cases are assessed at the earliest opportunity. Improving compliance with Awaab's Law remains a key priority, with a continued focus on reducing outstanding investigations, increasing capacity, and driving sustained improvements in performance over the coming months.