

Report to: Housing Review Board



Date of Meeting: 31<sup>st</sup> July 2025

Document classification: Part A Public Document

Exemption applied: None

Review date for release N/A

## Tenancy Services Performance Report 2025/26 Q1

### Report summary:

The following report outlines the Tenancy Services element of the Housing Service's performance through quarter 1 of FY 2025/26. The report covers the Rentals, Estate Management and Sheltered Housing functions within Tenancy Services.

### Is the proposed decision in accordance with:

Budget Yes  No

Policy Framework Yes  No

### Recommendation:

The Housing Review Board receives the report and our performance at end of quarter 1, 2025/26

### Reason for recommendation:

To ensure the Housing Review Board have assurance around service delivery and performance. To enable the Board to scrutinise and challenge the performance of Tenancy Services.

Officer: Darren Hicks, Tenancy Services Manager (Regulated Services)

Portfolio(s) (check which apply):

- Assets and Economy
- Communications and Democracy
- Council, Corporate and External Engagement
- Culture, Leisure, Sport and Tourism
- Environment - Nature and Climate
- Environment - Operational
- Finance
- Place, Infrastructure and Strategic Planning
- Sustainable Homes and Communities

**Equalities impact** Low Impact

**Climate change** Low Impact

**Risk:** Low Risk

Link to [Council Plan](#)

Priorities (check which apply)

- A supported and engaged community
- Carbon neutrality and ecological recovery
- Resilient economy that supports local business
- Financially secure and improving quality of services

**Financial implications:**

There are no direct financial implications from the recommendations in this report.

**Legal implications:**

There are no legal implications on which to comment

**1. Understanding This Report**

1.1. The data presented in this report is colour coded in a traffic light system. Green means we are meeting or exceeding our targets, amber that we are close to target, and red means we are outside of target.

1.2. Targets are set annually and are our benchmark for where we would like our performance to be.

1.3. Top Quartiles are the benchmark figures from Housemark, which tells us whether or not we are in the top 25% of best performing landlords.

1.4. The 'Final 24/25' data shows us where our performance was at the end of the last financial year, which gives us an indication of how we are doing compared to last year's performance.

**2. Housing Rental: General Overview**

2.1 Infographic; Income Management.

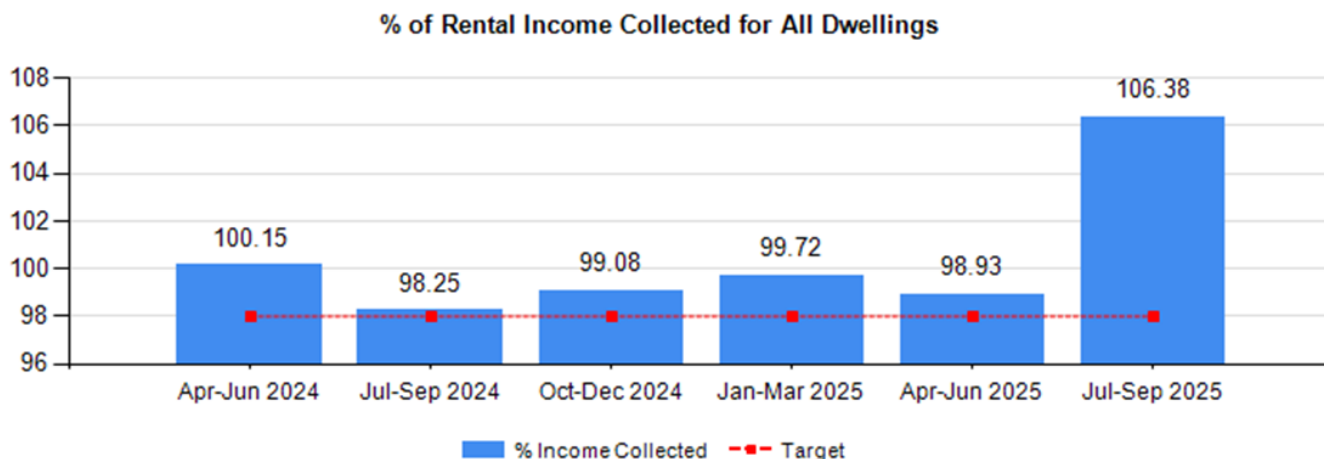
**Housing Service Performance**

(as at 1-Jul-2025)

● Within Target, ● Close to Target, ● Outside Target, 📊 Cumulative Measure, ↓ Minimum Target, ↑ Maximum Target, GF General Fund

TABULAR SUMMARY 2025/26										
PI Code	Performance Indicator	Final 2024/25	Q1 (Apr-Jun)	Q2 (Jul-Sep)	Q3 (Oct-Dec)	Q4 (Jan-Mar)	July 2025 Partial	Year To Date	2025/26 Target	Top Quartile
<b>INCOME MANAGEMENT</b>										
IM01	% of rental income for all dwellings that was collected	99.72	98.93	106.38	N/A	N/A	106.38	106.38	98	100.2
IM01(a)	% of rental income for general needs housing that was collected	99.82	98.89	106.86	N/A	N/A	106.86	106.86	98	100.2
IM01(b)	% of rental income for sheltered housing that was collected	99.51	99.03	105.43	N/A	N/A	105.43	105.43	98	100.2
IM02	Rent arrears of current and former tenants as a % of annual rent debit	1.71	1.69	1.69	N/A	N/A	1.69	1.69	2.53	3.45
IM03	Rent arrears of current tenants as a % of annual rent debit	1.36	1.34	1.34	N/A	N/A	1.34	1.34	1.82	2.38

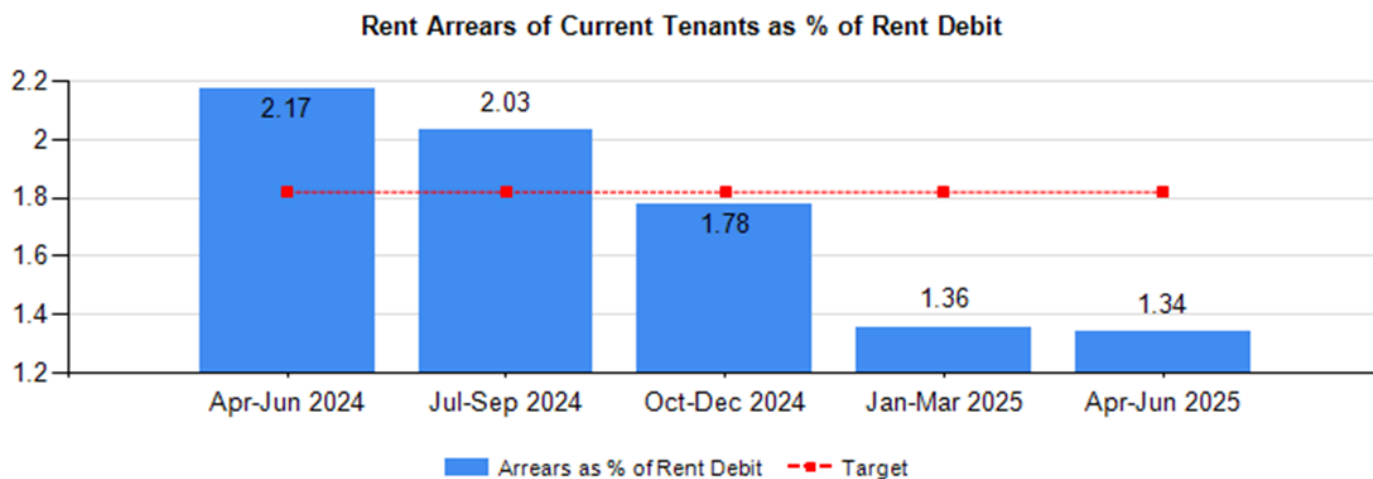
2.2 Infographic; % of income for all dwellings that was collected.



2.3 As can be seen we collected 98.93% of rent in Q1 of 2025.26, which is above target.

Narrative from our Housing Rentals Manager *“Rent collection rates fluctuate constantly and will be highest when we have our biggest input of Direct Debits on the first of the month. Debits are only charged weekly whereas the DDs are monthly, so a larger percentage of income will show at the start of each month than at the end of the month in general. It is over 100% as we also collect for former tenancies, which although have no ongoing debit to record against will still count towards any income for whatever period the money comes in”*

2.4 Infographic; Rent arrears of current tenants as a % of annual rent debit



2.5. The key indicator for our performance in relation to Income is the Council’s rent arrears for current tenants as percentage of the annual rent we should be receiving.

2.6. If all our current tenants paid 100% of their rent and service charges for the quarter, we would receive a total income of £5,731,529.75. Whilst of course we would like all our tenants to be paying all of their rent and charges, it is expected by all landlords that for various reasons there will be those tenants who cannot or do not meet with their obligations to pay.

2.7. At the end of Quarter 1, we have a current tenant rent % arrear figure of 1.34% which equates to £76,802.49.

2.8. Our target for current tenant rent arrears is to be at, or below, 1.82%. Therefore, the figure of 1.34% is extremely positive and demonstrates high performance from our Rentals team.

2.9. The top quartile for this area is 2.38%, therefore you can see that we are firmly seated as performing in the top 25% of landlords nationally and are beating this industry benchmark by over 1%.

### 3. Estate Management: General Overview

#### 3.1 Infographic; Tenancy Management

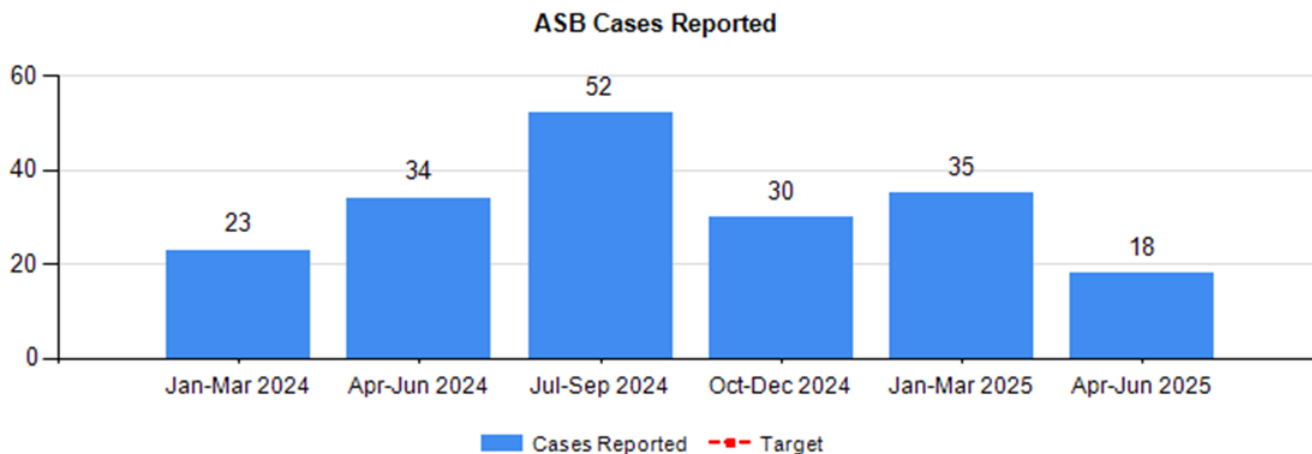
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(as at 1-Jul-2025)

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<b>TENANCY MANAGEMENT</b>										
TM04	Number of ASB cases reported	151	18	0	N/A	N/A	0	18	N/A	-
TM05	Number of evictions	10	3	0	N/A	N/A	0	3	0	0
TM07	Number of current Decants	8	9	No Data	N/A	N/A	No Data	9	N/A	-
TM08	% of 6 monthly Estate Inspections completed	58.45	40.53	40.73	N/A	N/A	40.73	40.73	100	-

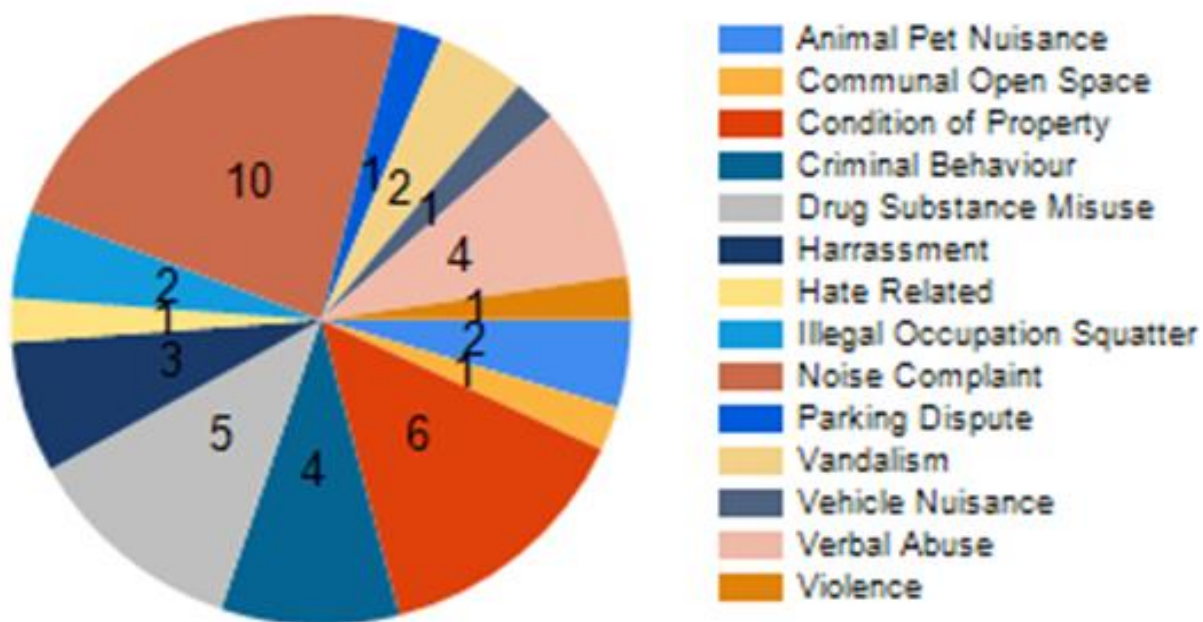
#### 3.2 Infographic; The number of ASB Cases Reported



3.3 Whilst there is a reduction in the number of cases reported in Q1, there are 43 Open ASB Cases that the Estates team are currently dealing with. This involvement can range from monitoring through to preparing court paperwork for Legal Services to commence legal proceedings.

### 3.4 Infographic; Open ASB Cases

## Open ASB Cases by Category



## 4. Estate Management: Decants

4.1 EDDC Tenants decanted to temporary accommodation is 9 Households.

4.2 The tenants decanted are a mixture of general needs and sheltered tenures.

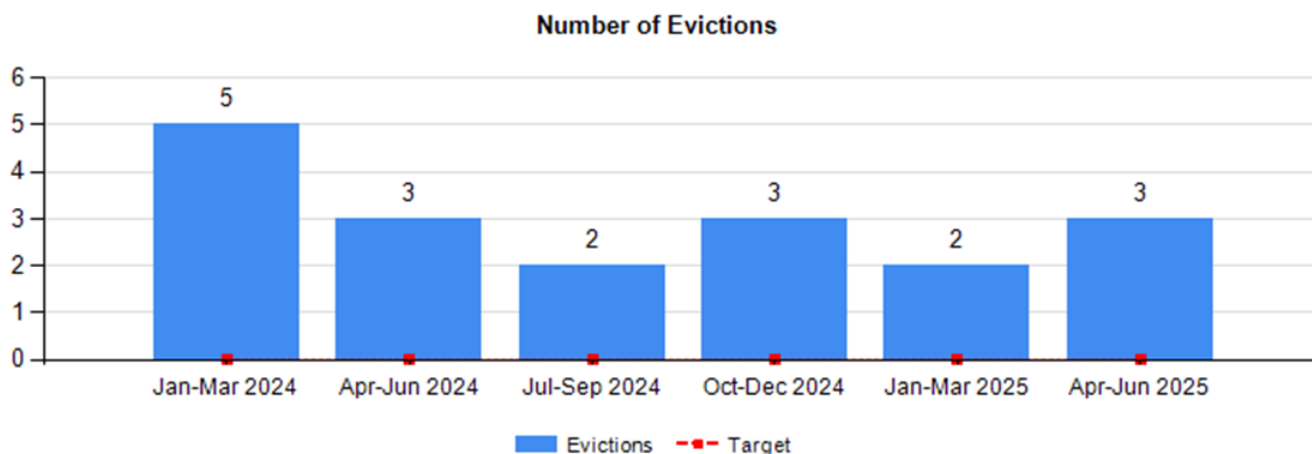
4.3 The primary reason for the decanted tenants is due to the condition of property.

4.4 Work is currently underway to identify EDDC properties that can be used as decant accommodation thereby reducing the need to use costly temporary accommodation.

4.5 It is anticipated that whilst initial spend will be required to carpet and furnish these properties, the expenditure on temporary accommodation will be reduced over the financial year.

## 5. Estate Management and Housing Rental: Number of Evictions

### 5.1 Infographic; The number of Evictions

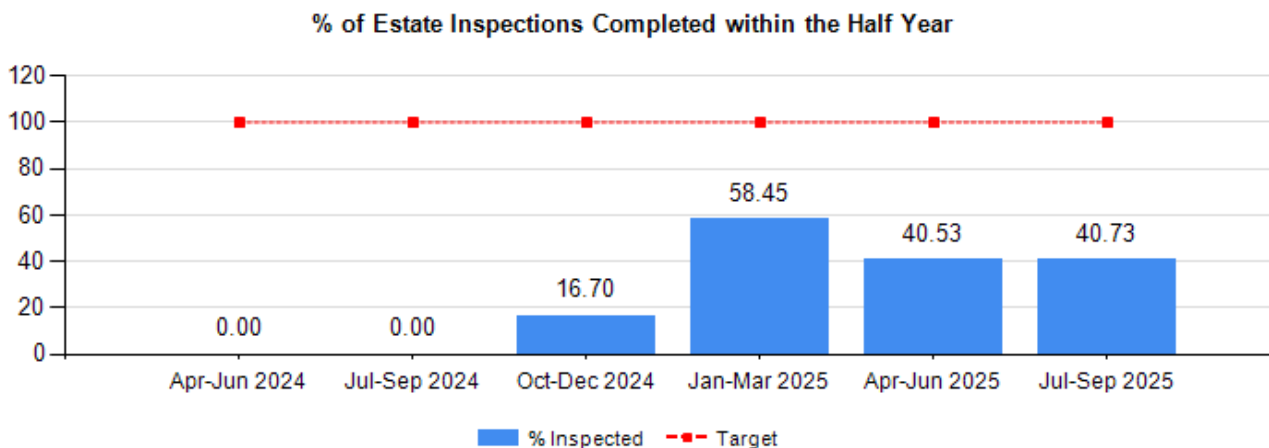


5.2 Of the 3 evictions in Q1, one of these was from EDDC permanent accommodation. Comments from the Rental Manager “*The tenant has been in a care home since November 2024, and the NOK who lived abroad had no Power of Attorney to end the tenancy. Rent arrears were building up as the tenant’s monies were being used to fund the care home placement. We were awarded possession as there was no intention to return to the property due to ill health*”

The other evictions in Q1 were from households placed in temporary accommodation.

## 6. Estate Management: Estate Inspections

### 6.1 Infographic; % of 6 monthly estate inspections completed



6.2 The Estate Management team have a target of 100% estate inspections to be completed within the 6-month period. Estate inspections involve the Officers visiting every street in their geographical patch once every 6 months. This is to ensure that environmental concerns, that impact upon the quality of life for our tenants, are identified and resolved. It also enables to have a visible presence on our estates, fostering and nurturing further relationships with the community.

6.3 The Estates team are soon advertising a series of wider inspections, entitled Estate Walkabouts, where residents, members, agencies and officers can participate. Should any member of HRB wish to attend then please contact Sharon Buscombe, Estates Team Manager.

## 7. Sheltered Housing and Estate Management: Overview

### 7.1 Infographic; Tenancy Management (Sheltered and General Purpose Tenancies)

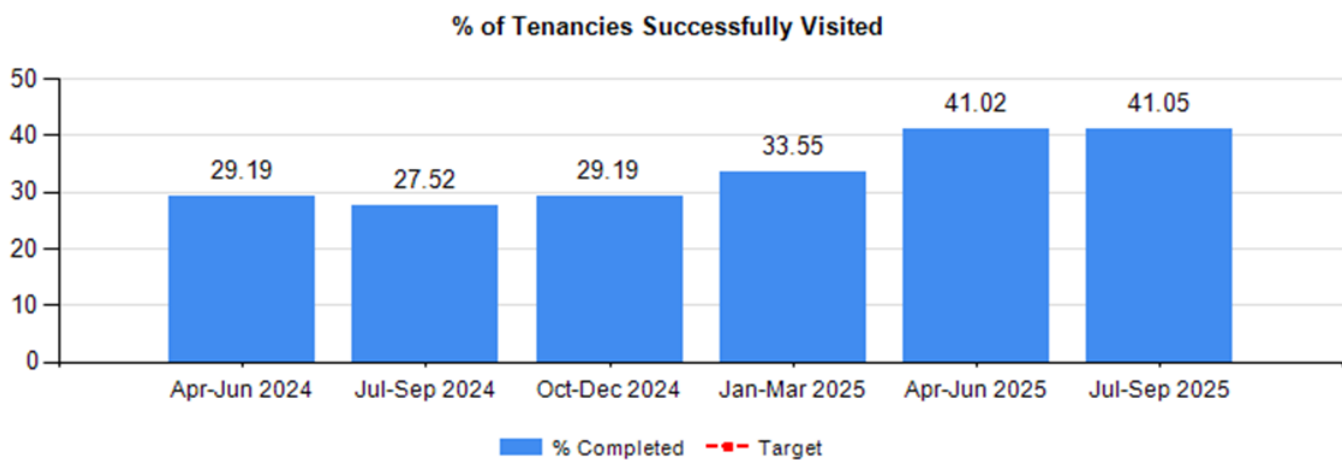
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<b>TENANCY MANAGEMENT</b>										
TM06	% of tenancy visits completed	33.55	41.05	41.07	N/A	N/A	41.07	41.07	-	-
TM11	% of new tenancy visits completed in target	7.66	57.01	0	N/A	N/A	0	57.01	-	-

### 7.2 Infographic; % of tenancy visits completed



7.3 This is a joint objective for the Estate Management and Sheltered Housing teams. The purpose of the visits is to not only offer support to the tenants but to also identify any tenancy management issues, wellbeing/safeguarding concerns and issues of disrepair. Any changes to the tenant's situation are recorded on our systems. The target set for visiting our properties balances our tenant's rights to live peacefully in their homes, alongside our obligations to monitor our homes and our tenant's welfare, and finally married against industry best practice and the staff resource available to us.

7.4 Estate Management-The target is for 33% (910) of general purpose tenants to be visited every year, with the objective that each tenant will be visited every 3 years, where a tenancy audit will be completed. Of course we would like to undertake a tenancy audit with each tenant once a year but we do not have the resources within the Estates Team to achieve this.

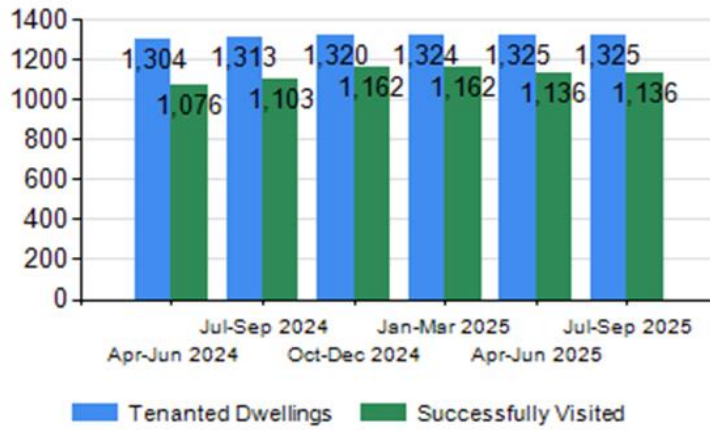
7.5 In Q1 of 2025/26, 327 general needs tenants have been visited, and the Estates Team are on target, with 35.9% of the 910 tenancy audits completed.

### General Needs Tenancies Successfully Visited



7.6 Sheltered Housing- The target is for 100% of sheltered tenants to be visited every year

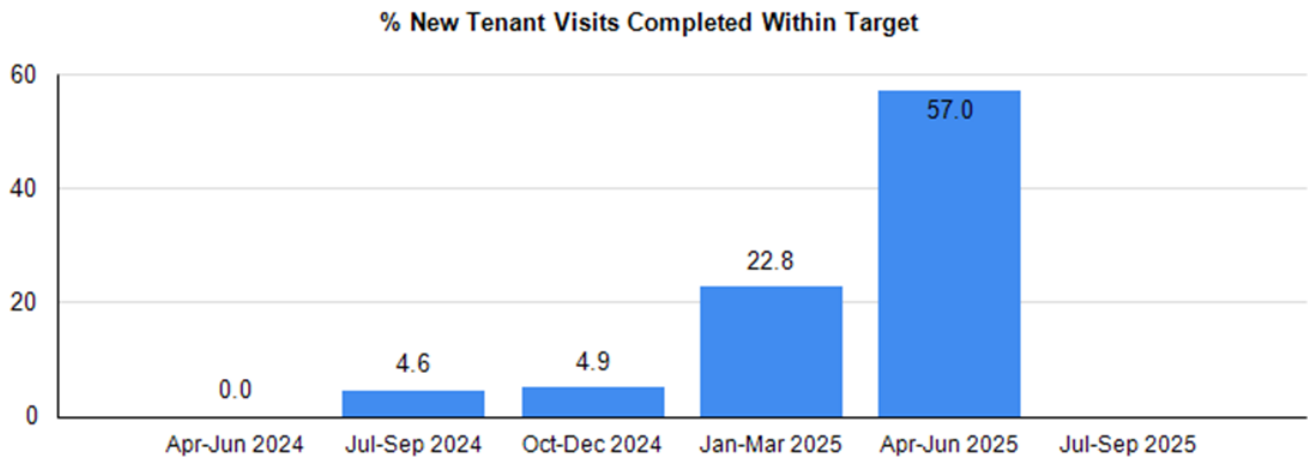
### Sheltered Tenancies Successfully Visited



7.7 271(20.45%) Sheltered tenant audits have been undertaken in Q1 of 2025/26 \*NB this excludes routine scheduled visits to sheltered tenants.

## 8. Sheltered Housing and Estate Management: New Tenant Visits

### 8.1 Infographic; % of new tenant visits completed in target



8.2 The target for new tenant visits is for each new tenant to be visited within 10 weeks of tenancy start date.

8.3 This target is set so that any issues the tenant may have can be addressed at an early stage and will enable tenancy sustainment and identify social housing fraud.

8.4 Of the 43% new tenant visits not completed within the 10 weeks of tenancy starting, this equates to 18 tenants not visited. Of the 18, 14 are in general purpose properties and 4 in sheltered accommodation.

8.5 This is a new Performance Indicator that started on the 1<sup>st</sup> February 2025, therefore we expect to see performance steadily improving as we monitor and address performance in this area.

Where tenants are not successfully visited in the first 10 weeks, we continue to attempt visits after this period. In November, an Access Policy for Housing will be forthcoming to the Housing Review Board, part of which will cover the recommended actions we take where access is denied for visits such as these.

## 9. Tenant Satisfaction Measures (TSMs)

9.1 Surveying for the TSMs did not start until part way through Q1 due to the procurement and sign-off processes across the consortium. TSM data from acuity will be available from Q2 onwards.