

Report to: Housing Review Board



Date of Meeting 30<sup>th</sup> July 2025

Document classification: Part A Public Document

Exemption applied: None

Review date for release NA

## Housing Performance Report – Property & Assets – Q1 2025/26

### Report summary:

The following report outlines the Property & Assets element of the Housing Service's performance through quarter 1 of FY 2025/26. The report covers the Repairs, Compliance and Planned Works functions within Property & Assets.

### 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, performance and compliance with our health & safety responsibilities for Property & Assets. To enable the Board to scrutinise and challenge the performance of the housing service.

Officer: Nathan Muggeridge, Corporate Lead for Property & Assets

### 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 The report is for noting and is not recommending any significant policy changes.

**Climate change** Low Impact The report is for noting and is not recommending any significant policy changes.

**Risk:** Low Risk; The report is for noting and is not recommending any significant policy changes. However, it is acknowledged that future reports do need to identify the significant risks being managed by the P&A team.

## Links to background information NA

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

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# Housing Performance Report – Property & Assets – Q1 2025/26

## Background / Context

1. This report presents an overview of Property & Assets performance during the first quarter of 2025/26 (e.g. April to June). The performance measures reported here support our governance responsibilities under the Regulator of Social Housing's Consumer Standards, particularly in relation to repairs, compliance and planned works. Regular performance reporting to the Housing Review Board ensures oversight is maintained and enables timely scrutiny and challenge, as expected under the regulatory framework.
2. 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.
3. Targets are set annually and are our benchmark for where we would like our performance to be.
4. Top Quartiles are the benchmark figures from Housemark, which tells us whether we are in the top 25% of best performing landlords

## Resource Changes

5. A significant proportion of our vacant roles within Housing were in the Property & Assets Team. The recruitment of these roles has been a top priority given the potential impact on service delivery. The recruitment activities over the last quarter include:
  - Heating Compliance Surveyor: Role advertised and interviews ongoing.
  - Maintenance Surveyor: Role advertised and interviews ongoing for 3 positions.
  - Repairs Administrator: 80 applications received, and recruitment completed.
  - Repairs Service Manager, Compliance Manager and Senior Surveyor roles have been evaluated and will be advertised in July and interviews completed in August.
6. An internal review has been completed into how the Property and Asset's team can improve customer satisfaction, increase regulatory compliance with the Consumer Standards and deliver a financial efficiency during 25/26. As a result of this, additional resources approved by ELT include:
  - Additional Maintenance Surveyor resources, including a Junior Maintenance Surveyor. This will enable patch-based working with operational areas aligning with Tenant Management.

- Asset Planner and an additional stock condition surveyor to evolve and maintain an asset plan so customers understand when works will be undertaken. This will be fundamental to enable the reduction in repair expenditure and increase the capital expenditure.
- Additional Planned Works Surveyor and a Mechanical & Electrical Surveyor will both increase the probability of the capital programme being delivered and enable a 'Whole Property' approach to be delivered. This will minimise the medium/long term disruption for tenants.
- Recruitment of a Fire Door Surveyor will enable the surveys to be completed at a lower cost and provide greater control over the remedial works scope.

The recruitment of the additional resource will be completed alongside the recruitment campaign to fill the existing vacant roles. These additional resources will enable the current backlogs in survey and investment needs to be resolved, and then the establishment of the enhancement required to deliver both the financial efficiencies and compliance with the consumer standards.

7. The capitalisation of the resources within Property and Assets that are associated with the delivery of Planned Works projects has enabled these roles to be added while generating a £300k/yr revenue saving.

### Repairs

8. The six Repairs Agents typically answer 18,000 calls per year and process a further 6,000 online forms from customers. Figure 1 below shows the monthly call metrics including the number of missed calls and average queue times. Work is ongoing to investigate the average queue times and the missed call numbers. A minute long introduction to each call is likely to be impacting the queue times and spikes in call numbers at the start of the week and the start of the day is likely exceeding the capacity of the team, but this needs to be quantified.

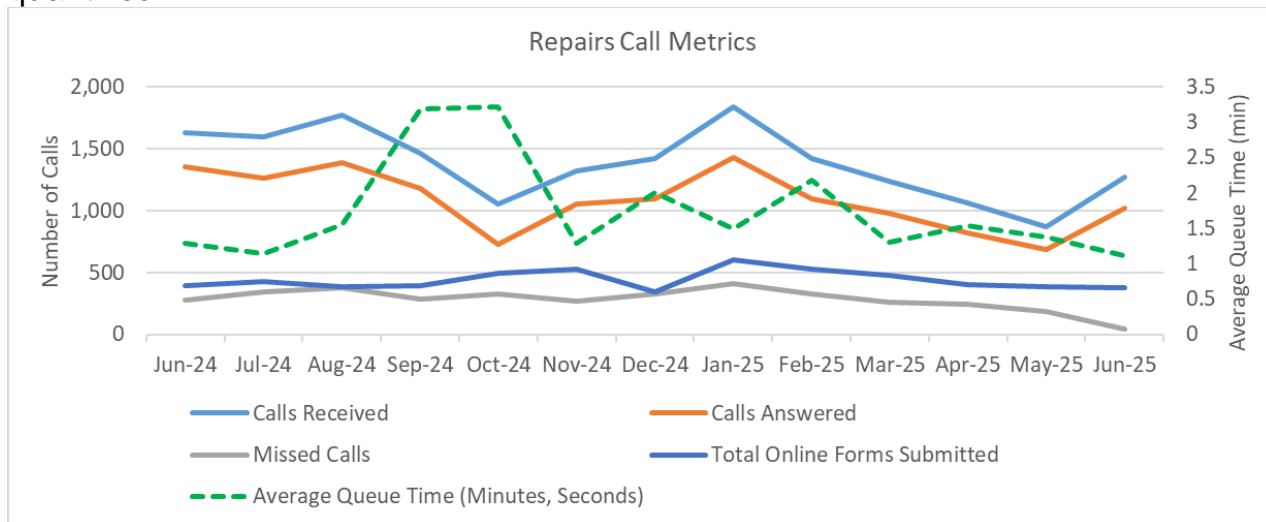
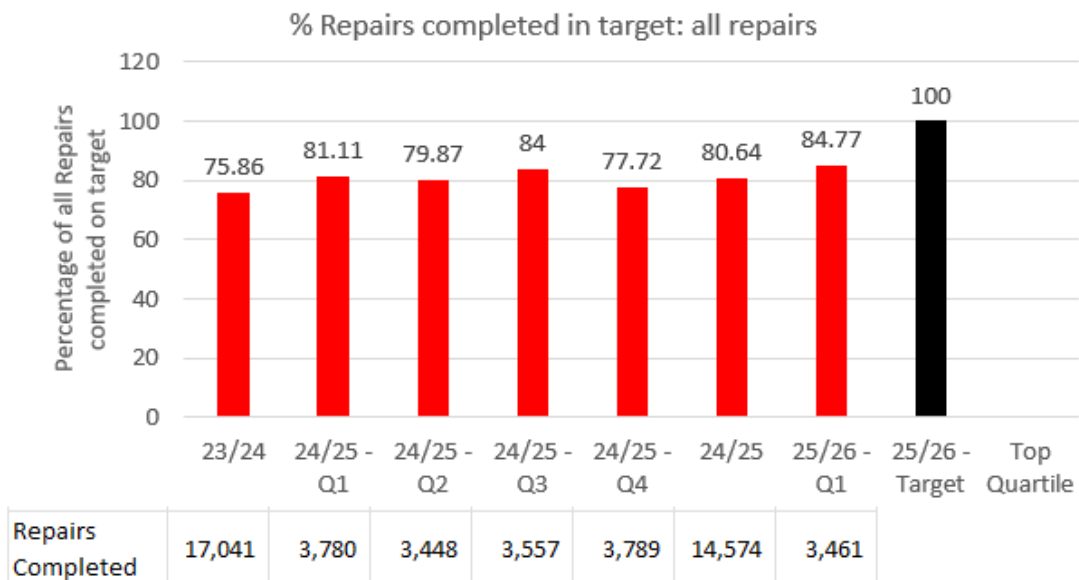


Figure 1. Repairs Call Centre Metrics

9. Figure 2 below shows both the percentage of repairs completed in the target timescales and the total number of repairs completed. The number of repairs jobs does appear to be decreasing based on a comparison of 23/24 vs 24/25 and Q1 24/25 and Q1 25/26. However, the complexity of the repairs needs to be understood before any change in the repairs cost forecast can be made. The reason for the reduction in repairs jobs is unknown. However, the number of emergency repairs did increase by 41% between 23/24 and 24/25.



*Figure 2. Percentage of repairs completed in target.*

10. The percentage of repairs jobs completed in target has increased by **7.05%** in three months between Q4 24/25 and Q1 25/26. This improvement is due to understand the cause of the errors between EDDC and Ian Williams systems, and establishing the mitigation measures to minimise the impact. These mitigation measures include:

- Ian Williams required to obtain approval from EDDC to abandon a repair job and approval is only provided where the customer will have systemised follow-on actions. The investigations of this issue found 2,000 abandoned jobs last year were there was the potential for customers to be left with no follow-on actions to address their repair.
- Requesting special characters are not used in One Housing order descriptions. The use of these characters appears to prevent the jobs from being transferred from EDDC to Ian Williams.
- Additional weekly collaborative reporting between EDDC and Ian Williams has started to identify and resolve differences in the two systems. The above resource changes will create the ability to increase the scope of this reporting, particularly with regards the monitoring and tracking of repairs that have not been completed within their timescales.

11. As explained in the proposed Repair Policy, the target response timescales will need to be modified to comply with Awaab’s law and this will be supported by further monitoring and reporting.

12. The Maintenance Survey resource within Property and Asset has been under-resourced for some time and this has resulted in a backlog in repair surveys. To both understand the scale of this backlog and ensure the highest priority surveys are being actioned first, a new process has been established to request and track the repairs surveys. All the survey requests are now via this system and since its introduction in early June, 267 surveys have been requested. 48 surveys have been completed or are planned, but this leaves a backlog of 219 surveys. Figure 3 below shows a breakdown of the backlog by survey need. The above resourcing changes will enable this backlog to be resolved by Christmas, ahead of the annual spike in survey request during Q4.

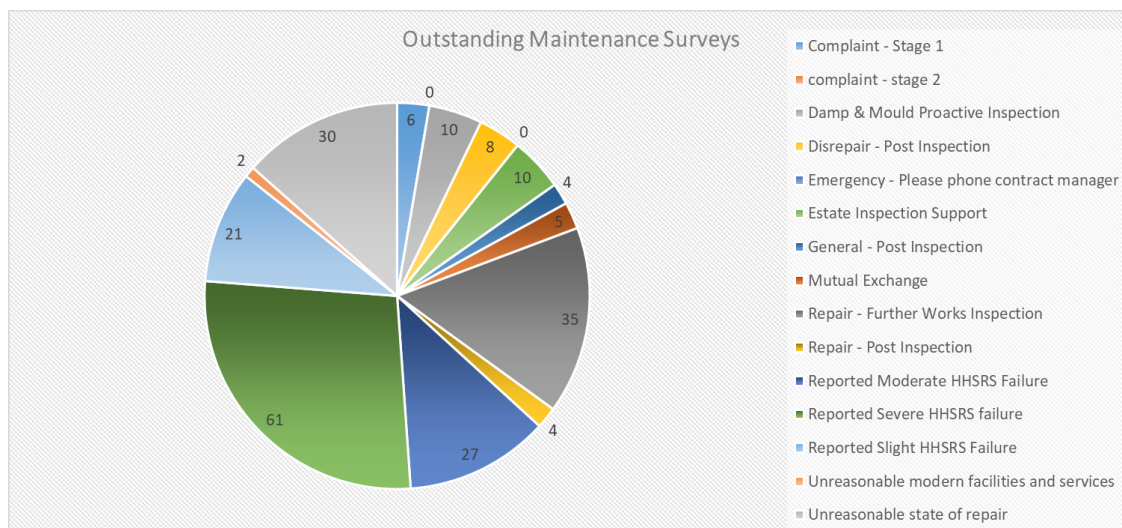


Figure 3. Repair Survey Backlog by survey need.

13. There will be a backlog of repairs and planned works associated with the survey backlog and it is unclear if the current budgets will enable all the required investment needs to be completed. Work will be undertaken in the next quarter to understand the scale of the unfunded investment backlog.
14. One of the consequences of this survey backlog, and not all repairs being completed within the target timescales has been an increase in complaint, disrepair claims and Ombudsman cases. The backlog in complaints has been resolved through a dedicated Surveyor and additional resources to process the claims. However, there are approximately 30 outstanding Disrepair claims and 20 Ombudsman cases. The anecdotal evidence from our Disrepair surveyor suggests 60% of the disrepair cases relate to historic workmanship issues. This outcome and the associated legal costs support the need to focus on providing the repair resource to ensure a right first time solution and investing the capital in the Planned Works programme to keep the housing assets decent.
15. The Property and Assets report for the November HRB meeting will include further details on the Damp and Mould Risk, and other HHSRS failures. The Awaab's Law guidance has now been published, and work is ongoing to ensure EDDC complies with the guidance, which will include a review of all the HHSRS failures prior to the November HRB meeting.

## VOIDS

16. Figure 4 below shows a continued reduction in the average number of days to relet a property from the VOID process, but the scale of the improvements has slowed. Work has been ongoing with the Scrutiny panel to explore how the VOID process can be improved, and further work is required to achieve an upper quartile position. However, due to the current resource challenges and the increase in disrepair claims, the VOIDS manager is now picking up the delivery of repairs associated with the disrepair process. This is currently limiting the ability to generate further revenue from speeding up the VOIDS process.

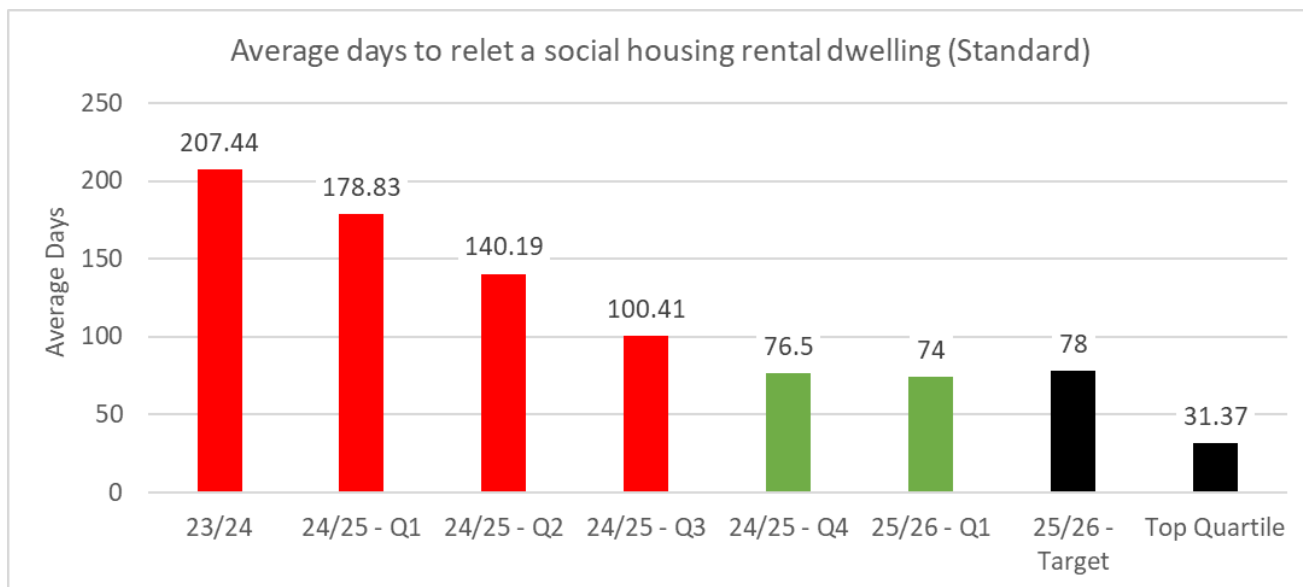


Figure 4. VOIDS performance based on historic average days to relet.

## Compliance

The 24/25 TSM compliance submission has been completed at the end of June and

17. Table 1 shows the reported performance.

Table 1. 24/25 TSM Compliance

Metric	Reported TSM Performance.	
	23/24	24/25
BS01 - Proportion of homes for which all required gas safety checks have been carried out.	100%	100%
BS02 -Proportion of homes for which all required fire risk assessments have been carried out.	100%	100%
BS03 - Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	100%	100%
BS04 - Proportion of homes for which all required legionella risk assessments have been carried out.	100%	100%
BS05 - Proportion of homes for which all required communal passenger lift safety checks have been carried out.	100%	47%

18. A recent review of lifts within our compliance process review has uncovered that the Servicing carried out on each of the passenger lifts in this financial year have not routinely included LOLERs as part of the servicing contract. We uncovered an alternative company had been set up to complete the LOLERs, and that these were in date for three of the six passenger lifts. This has led to us raising urgent orders to complete the remedial actions from the last completed LOLERs on two of the remaining three lifts, with the new LOLER for these two expected to be completed by the end of July 2025 once these remedials are done.
19. The additional lift had already been decommissioned and taken out of service due to the need for a full refurbishment, which is currently going through our planned works process.

The remedial works identified from the compliance tests are summarised in

20. Table 2 below. The ongoing reduction in the number of remedials continues for the FRA, electrical and water compliance areas. At the same time, there is the potential for new

remedials to be identified as part of the ongoing testing. Plans are being prepared for the resolution of the remedial that have been identified more than 3 months ago.

Table 2. Summary of the historic compliance remedial works.

Remedial Work Category	Duration since identification	Number of remedials			
		August 24	November 24	January 25	April 25
Overdue electrical remedials	(< 3 month)	24	6	2	1
	(≥3 months)	893	555	468	366
Overdue FRA remedial actions	(<3 months)	42	1	201	0
	(≥3 months)	405	703	323	310
Overdue water safety remedial	(< 3 months)	2	0	0	0
	(≥3 months)	NA	306	306	250
Overdue asbestos re-inspections	(< 3 months)	0	0	0	0
	(≥3 months)	10	92	3	0
Overdue lift remedial actions	(<3 months)	0	0	0	3
	(≥3 months)	0	0	0	7

### Planned Works

21. The Planned Works Team have over 30 live projects at varying stages which can be summarised as follows:

- Awaiting approval or approval preparation: **12** schemes or contracts.
- Awaiting Design: **4** schemes
- Design: **4** projects in the design
- Tendering: **3** schemes currently being tendered.
- Contract awards: **3** schemes ready to start on site.
- Onsite projects: **3** schemes and multiple adaptations
- Completed projects: **6** schemes in the defects period.

22. The establishment of a new Planned Works referral process has led to **34** investment needs being submitted. A Planned Works Referral is the identification of any investment need that should be delivered through the Planned Works programme due to the scale (e.g. value of works is >£20k) or type of works (e.g. kitchen, bathroom or roof replacements). It is anticipated the value of works delivered via this work will increase moving forward and it will ultimately reduce the repair volumes.

23. **Case Study:** Flats 1 to 16 Peazen Flats, Beer consists of 4 blocks of 4 two-bedroom flats. The age of the assets, combined with the historic lack of investment has resulted in multiple complaints and disrepair claims. Following a referral to the Planned Works team, a £0.5m scheme has been developed to address the multiple needs including drainage issues, damp & mould, trip hazards, failing render and the general poor state of repair. A tenant engagement event took place on 14<sup>th</sup> July to explain the works to tenants and obtain their feedback prior to the works being tendered. The event has received extremely positive feedback from tenants. The outcome of this approach will see the investment needs addressed efficiently and through a single scheme, significantly reducing the reactive operational cost and provide tenants with a safe, secure and decent homes.

24. The stock condition survey data has now been provided to EDDC Housing Systems so it can be incorporated within One Housing. The renewals completed since the stock survey was undertaken will also be incorporated within One Housing. A new programme of stock condition surveys will then commence to inspect the properties that could not be accessed

and re-survey other high-risk properties. This new survey data and reporting capability will allow the Planned Works team to start reporting the Decent Homes metric monthly and establish plans to minimise the number of non-decent properties.

### **Performance Framework**

25. The introduction of the Social Housing (Regulations) Act 2023 provided the Regulator of Social Housing (RSH) with the powers to monitor and inspect landlords against the Consumer Standard. This has led to the introduction of the Tenant Satisfaction Measures (TSMs) from April 23 where a suite of KPI's is submitted annually by each Social Housing Provider.
26. To enable EDDC to provide consistent reporting metrics to the Regulator and ultimately build the trust in EDDC's capability to keep its tenants safe and healthy, ELT have approved the application of a Performance Framework with Property & Assets. The Performance Framework will describe the process to collect, organise, and present data in a consistent and meaningful way. It consists of four elements: Role & Responsibilities, Reporting Formats, Reporting Systems and Reporting Metrics. The framework will allow the development of additional 'Leading' metrics to help inform the actions that continue to see improvements in the overall tenant satisfaction.
27. It is anticipated the framework will take 3 to 4 months to be fully implemented and both ELT and HRB will be provided with regular updates on progress.

### **Risks**

28. The P&A performance report to HRB in November 2025 will include a section on Risk that are being managed by the team. Further work is required to fully identify the risk, assess their impact and establish the mitigation measures.

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### **Financial implications:**

SD- The report is not requesting any additional funding but highlights significant works being undertaken and details to be considered over stock condition work and further surveys. This will need to be factored into future budgets.

### **Legal implications:**

This report updates the Board on key changes being made in the housing service to ensure that performance continues to improve and that we are legally compliant in the management of our housing stock. MW

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