

Housemark



# Annual Performance Summary

Mid Suffolk District Council

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# Introduction

Over the last twelve months, the social housing sector has been shaped by strengthened consumer regulation and a statutory complaints regime. From April 2024, the Regulator of Social Housing introduced new consumer standards and a proactive inspection model, placing tenant outcomes on the same footing as economic regulation. On the same date, the Housing Ombudsman’s Complaint Handling Code became statutory, formalising timescales and governance for complaint handling.

Operationally, performance showed steady progress. Void levels fell to their lowest in recent years, with re-let times continuing to improve, though not yet back to pre-pandemic levels. Repairs data show a consistent trend where transactional satisfaction is often higher than tenants’ overall perception of the service, highlighting a perception gap at year end. Reports of anti-social behaviour remained above seasonal norms, while low voluntary turnover supported stability across compliance, asset and housing management teams.

The publication of the second year of Tenant Satisfaction Measures in summer 2025 provided an emerging trend picture. These results confirmed broadly stable or modestly improving perceptions across safety, repairs and quality, while underlining complaint handling as an area of sector-wide challenge. Alongside this, UK Government confirmed that Awaab’s Law will take effect from October 2025, introducing statutory timescales for addressing damp, mould and emergency hazards, with a phased implementation for other hazards up to 2027.

## Your performance summary

<b>Customer voice</b>	Your overall performance in this category is slightly below that of your peers. Compared with last year, your performance has declined. This is based on your available results across 4 key indicators and satisfaction scores.
<b>Tenancy sustianment</b>	Your overall performance in this category is below that of your peers. Compared with last year, your performance has declined slightly. This is based on your available results across 5 key indicators and satisfaction scores.
<b>Quality homes</b>	<b>Responsive repairs</b> Your overall performance in this category is above that of your peers. Compared with last year, your performance has remained stable. This is based on your available results across 3 key indicators and satisfaction scores.
	<b>Building safety</b> Your overall performance in this category is below that of your peers. Compared with last year, your performance has improved. This is based on your available results across 7 key indicators and satisfaction scores.
<b>Efficiency</b>	You spent £5,488 per unit on social housing this year. This places you in the 4th quartile for your peer group.

Performance indicators that measure volumes (e.g. complaints per 1,000 properties) have been excluded from this summary but comparisons are available in each section of this report.

# Customer voice

Tenant perception in England stabilised and edged upwards over 2024/25, with repairs quality still the single biggest driver of overall satisfaction. A consistent gap of 10–12 points remains between higher transactional feedback on repairs and lower year-end perception scores, underlining the need for reliable first-time fixes and clear communication. Respect continues to perform comparatively strongly, though survey results show room to improve where updates are inconsistent, or responses feel reactive.

Complaints handling now operates under a statutory framework. Landlords that set out clear standards, resolve cases promptly at Stage 1 and Stage 2, and show tenants how feedback leads to change, record the strongest outcomes. Sector-wide, however, satisfaction with complaint handling remains the lowest Tenant Satisfaction Measure, highlighting a visible opportunity to build trust and accountability.

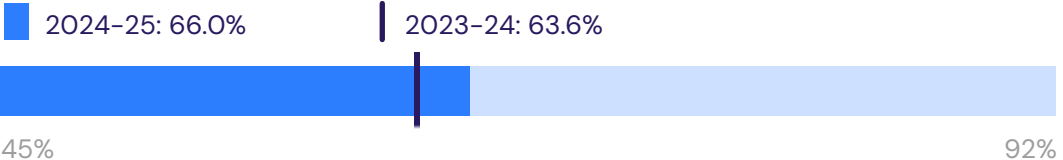
Contact performance also shaped tenant views. Pulse data through 2024/25 shows improving outcomes as landlords balanced call and digital demand. Shorter waits and fewer abandoned calls supported higher satisfaction, but the greatest gains came from first-contact resolution, straightforward routing and proactive updates.

What good looks like: repairs designed around “first time fix” and transparent scheduling; complaint processes that close the loop with “you said, we did” feedback; and contact services built on triaged queues, clear service standards and digital updates that cut avoidable chasing. Embedding tenant insight directly into service design remains key to improving trust and perception.



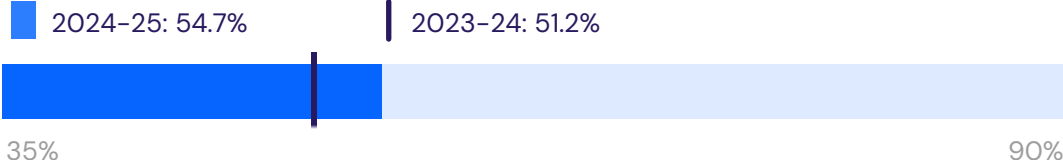
## Overall satisfaction – LCRA (TPO1)

Your quartile



3

## Satisfaction that the landlord listens to tenant views and acts upon them – LCRA



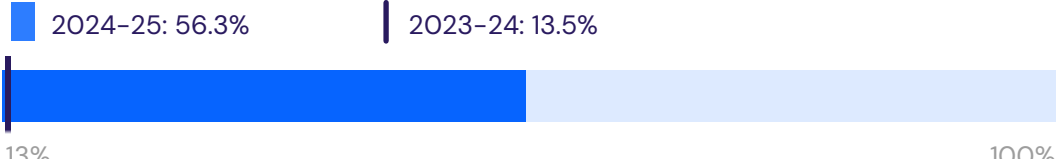
3

## Complaints per 1,000 homes (stage one) – LCRA (CH01 1)



4

## Stage 1 complaints responded to within CHC timescales – LCRA (CH02 1)



4

## Number of calls answered per property



3

## Average seconds to answer inbound calls



1

# Tenancy sustainment

Tenant sustainment in England has shown modest improvement over the past 12 months. Our Pulse participants reported median arrears near 2.5% in April-May 2025 and many landlords saw lower arrears year-on-year; voids performance strengthened too, with vacant homes available to let falling to 0.46% and median re-let times dropping to around 41 days – easing some void-loss pressure.

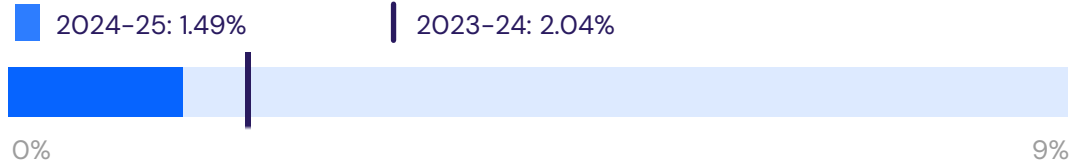
That headline progress masks variation. Our sector analysis and TSM reporting show geographic and landlord-type divergence: some urban and larger providers recorded gains in arrears and lettings while others remain under strain. High demand and long local waiting lists continue to shape lettings and vacancy dynamics.

Neighbourhood experience and anti-social behaviour remain mixed. The Ministry of Housing, Communities and Local Government’s (MHCLG) Social Housing Resident Panel found ASB is commonly experienced, and outcomes are often unsatisfactory, while our TSM/Pulse analysis flags complaint handling and neighbourhood management as persistent weak points even where transactional repairs performance is strong.

For members, the practical priorities are clear: prevent arrears through early intervention and income work, shorten re-lets with tighter workflows, reduce avoidable voids, and treat ASB/complaints as opportunities to rebuild trust. Regularly tracking current arrears, void loss, lettings flow, re-let time, ASB outcomes and neighbourhood satisfaction (TSMs) will show where operational changes are converting into lasting sustainment gains.

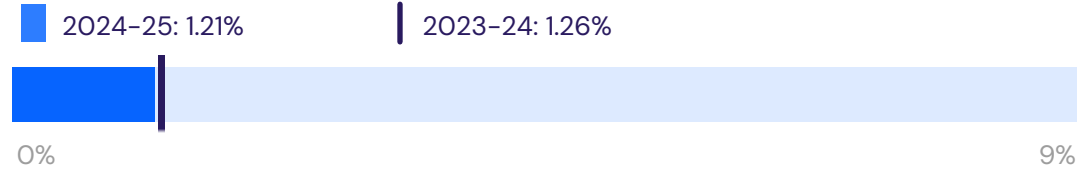
Your quartile

## Current tenant arrears – LCRA



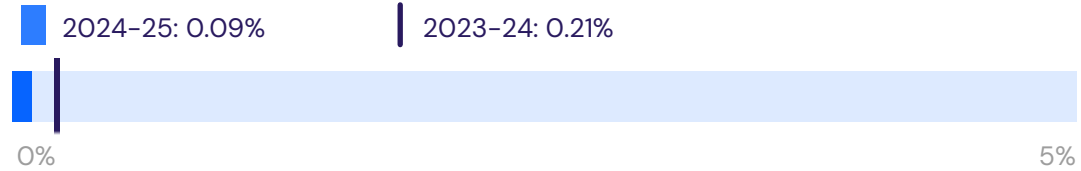
2

## Void loss – LCRA



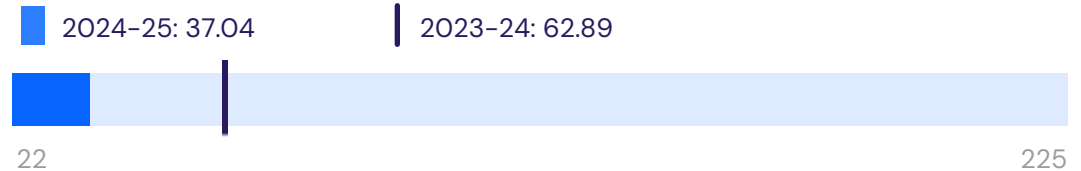
1

## Properties vacant and available – LCRA



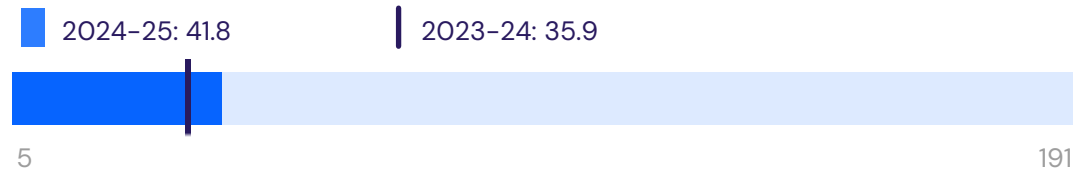
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## Average re-let time – LCRA



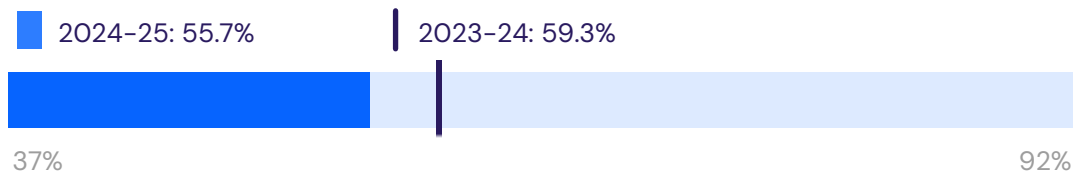
1

## Anti-social behaviour cases per 1,000 homes (NM011)



3

## Satisfaction that the landlord makes a positive contribution to neighbourhoods – LCRA (TP11)



3

# Quality homes

Quality measures edged forward across 2024/25, with the second year of TSMs and regulator analysis showing most tenants feel homes are safe and well-maintained. Repairs services continue to shape overall perceptions of quality, and results point to modest improvement compared with 2023/24 baselines rather than a step change.

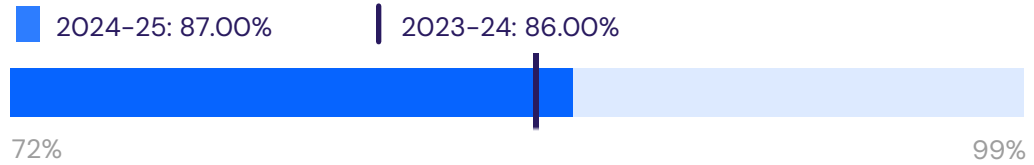
Repairs activity held steady, showing stable to slightly higher volumes as landlords consolidated service models. Around 89% of responsive repairs were completed within target, and transactional satisfaction remained consistently high. However, perception measures continue to lag, underlining the gap between day-to-day service delivery and overall tenant sentiment.

Landlords also stepped up preparation for Awaab’s Law, which comes into effect in October 2025. Over 2024/25, processes for triaging cases, tracking progress, and responding to damp and mould issues became more structured. Policy guidance and sector reporting have clarified expectations, emphasising statutory timeframes, stronger accountability, and access to targeted government funding to support remediation. These measures are shaping asset management strategies, ensuring landlords can meet the requirements of Awaab’s Law while safeguarding tenant health and safety.

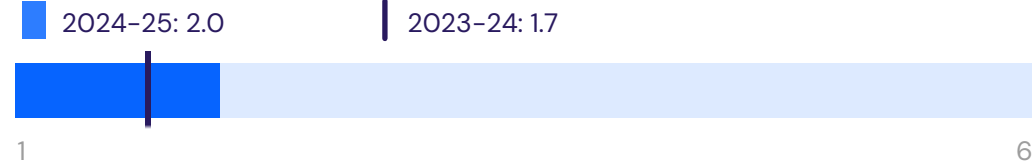
The data shows a sector strengthening assurance and systematising responses, with early improvements emerging in tenant perceptions of quality. Effective practice continues to centre on first-time fixes, transparent scheduling and proactive communication, alongside damp and mould processes with clear timeframes and case closure. Stock condition intelligence remains key in targeting works tenants can see and value, beyond compliance alone.

## Satisfaction with the overall repairs service (transactional)

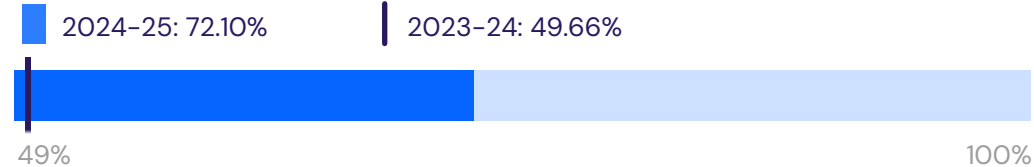
Your quartile



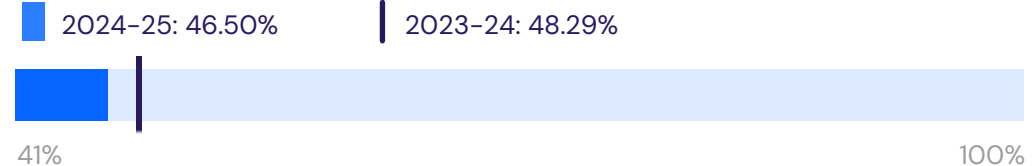
## Average number of responsive repairs per property



## Emergency repairs completed within timescale (RPO2 2)



## Non-emergency repairs completed within timescale (RPO2 1)



## Building safety

Compliant homes or assets	Your result	Peer median
Gas	99.60%	100.00%
EICR	96.74%	96.74%
Fire	100.00%	100.00%
Asbestos	100.00%	100.00%
Legionella	100.00%	100.00%
Lifts	100.00%	100.00%

## Maintaining homes



12.5% of your properties had a live damp and mould case during 2024/25, compared with a peer median of 10.8%.



61.5% of your properties were rated EPC C or higher at year-end 2024/25, compared with a peer median of 61.6%.

# Efficiency

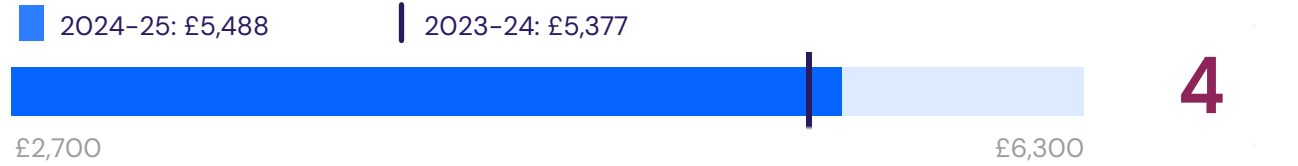
Sector efficiency sat in a mixed position across 2024/25. Providers channelled record levels of investment into existing stock while sustaining development, with liquidity improving and access to new finance remaining strong. Interest cover, however, stayed tight as spending rose on safety, damp and mould remediation, and core maintenance.

Workforce capacity held steady. Low voluntary turnover supported continuity and service delivery, even as landlords expanded roles in compliance, asset management and income collection. Wage pressures and specialist skills requirements kept staffing budgets under strain, but stable teams helped absorb higher workloads without driving wholesale cost escalation.

Repairs activity showed a clear tilt towards planned programmes, particularly fire safety and damp/mould remediation, while responsive delivery remained robust. Pulse data through 2024/25 points to steady operational performance and incremental gains in perception. The gap persists between strong transactional satisfaction with repairs and lower overall perception, keeping the focus on first-time fixes, clear communication and effective handovers.

Management and maintenance costs ended the year above initial expectations, reflecting compliance and remediation priorities. Offsetting measures included faster re-let times, stronger digital contact routes and clearer service standards, which reduced avoidable contact and void loss. Operational efficiency has improved in parts of the sector, though financial headroom remains limited as landlords prioritise safety and quality. Good practice is emerging around data-led stock planning, a balanced planned-to-responsive ratio, disciplined programme management, and transparent scheduling that underpins productivity gains.

## Social housing cost per unit



## Social housing cost per unit breakdown

- Management
- Maintenance
- Service charge costs
- Development services
- Community/neighbourhood
- Major works (incl capital)
- Other

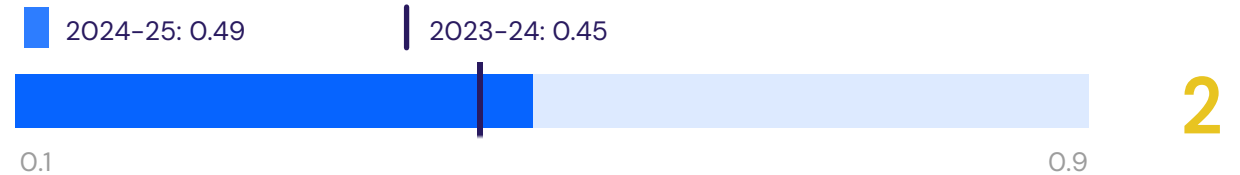
### Your result:



### Peer group:



## Ratio of responsive repairs to planned maintenance



## Average pay cost per social housing employee



# Appendix

This report is based on your cost and performance data for the financial year 2024–25, unless otherwise stated. All peer comparisons are based on your bespoke peer group which is detailed to the right. Note, due to mergers, acquisitions, entity name changes and late submissions, your peer group may change over time. Housemark can provide information and advice on peer groups on request, including expected submission dates for any potential latecomers.

Further analysis against different peer groups is recommended using Housemark’s online reporting tool. Our online tool includes hundreds of additional measures that can help you understand your performance in context. The tool displays live data and so if more of your peers submit data, your results may differ compared to this report.

## Peer group

The organisations in your peer group have the following characteristics:

### Name

English LAs (exc London) <10k

### Size

0 – 10,000 units

### Region

- North East ✓
- North West ✓
- Yorkshire and Humberside ✓
- Eastern ✓
- East Midlands ✓
- West Midlands ✓
- London
- South East ✓
- South West ✓
- Scotland
- Wales
- Northern Ireland
- Other

### Organisation type

- ALMOs
- London Boroughs
- Mets/Unitaries ✓
- Districts ✓
- Housing Association (LSVT)
- Housing Association (Traditional)
- Other
- DLO
- Yes ✓
- No ✓
- No data ✓