

November 2024



Annual Performance Summary  
Mid Suffolk District Council

# Executive summary

The operating environment for social landlords continues to be challenging. Asset investment requirements continue to squeeze capacity at a time when tenant perceptions are at an all-time low. Like many other sectors, social housing is having to do more with less. Properly leveraging data is key to navigating the pressures.

Housemark’s most recent data shows that leading landlords are rising to the challenge. Through taking a data driven approach to service optimisation and transformation, one in three social landlords is currently improving tenant perceptions despite cost pressures.

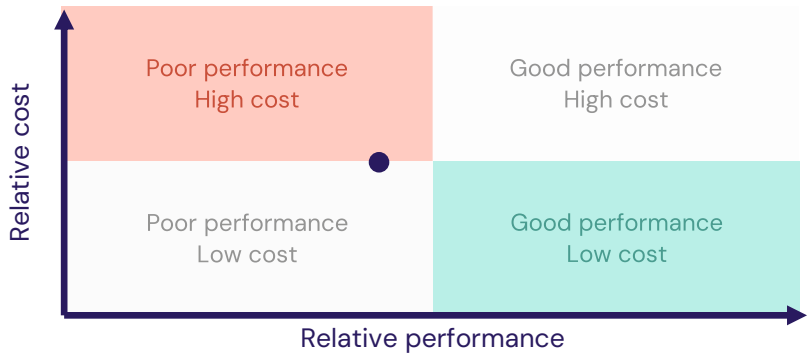
This summary shows how you compare to similar peers on your journey towards service optimisation and can help highlight areas for focus. However, your operating context and organisation design can have a significant impact. To dig deeper and get an unrivalled understanding of what your data is telling you, contact [data@housemark.co.uk](mailto:data@housemark.co.uk).

## Our new cost model

We redesigned our cost benchmarking model in 2024 to make it simpler to provide data and give you better insight into your cost profile. We’ve applied a consistent, simple method for allocating your costs. Greater transparency on what is included in each cost category means you can trust your comparisons – but please note measures like management cost per unit may not align with the management cost in your financial statements. For more information on the changes we’ve made get in touch.

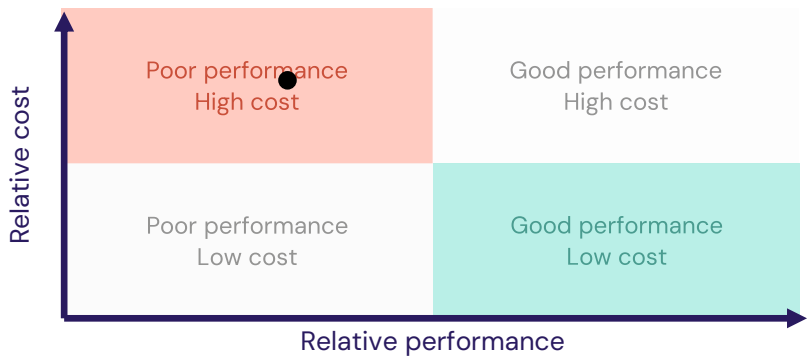
### Management

Your overall operational performance was slightly below that of your peers and your costs are close to the median. This is based on your management cost per property of £1,121 and your average performance across arrears, void loss, staff sickness and turnover.



### Maintenance

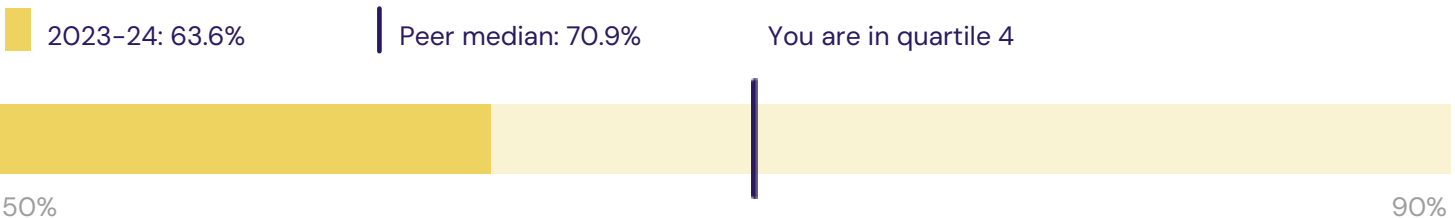
Your overall maintenance performance was below that of your peers and your costs are higher. This is based on your maintenance cost per property of £1,660 and your average performance across gas safety, repairs volumes and repairs completed within target.



### Customer experience

Customer experience is a key driver of regulatory perception. Your overall satisfaction score was below that of your peers. This is based on your annual perception survey result of 63.6% from 2023/2024 and places you in quartile 4. Housemark can deliver the insight, set in your context, to help you understand the concerns of customers and where to take the service next. We can also help you conduct the surveys too, contact us for more information.

Satisfaction with the overall service provided by the landlord



# Management

## Costs

Even though CPI inflation has significantly reduced in recent months, wages have continued to rise. While this may benefit individual employees, the result for the sector is pressure to find the best management staff on a budget.

### Management cost per unit



### Management cost per unit breakdown

Overhead costs    Housing management    Contact centre    Maintenance management

Your result:



Peer median:



## Performance

Performance across many landlord activities has continued to struggle to improve to levels comparable with five years ago. Key services such as voids, repairs and income management have all suffered from the sector's current set of operational complexities.

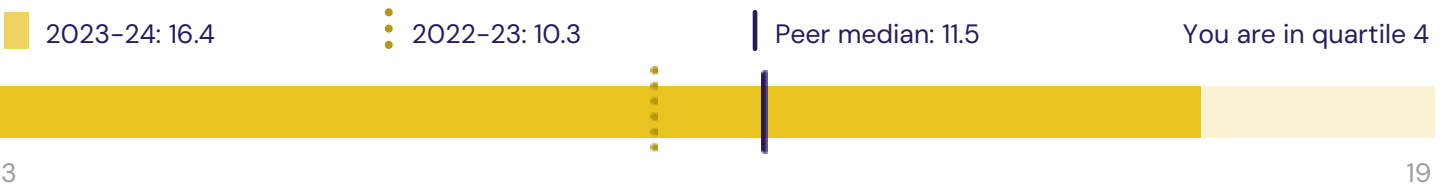
### Current tenant arrears



### Rent loss due to voids



### Average working days lost due to sickness absence



### Percentage of staff turnover in the year

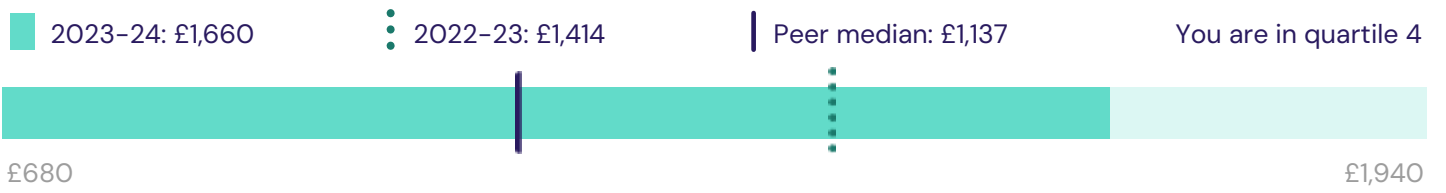


# Maintenance

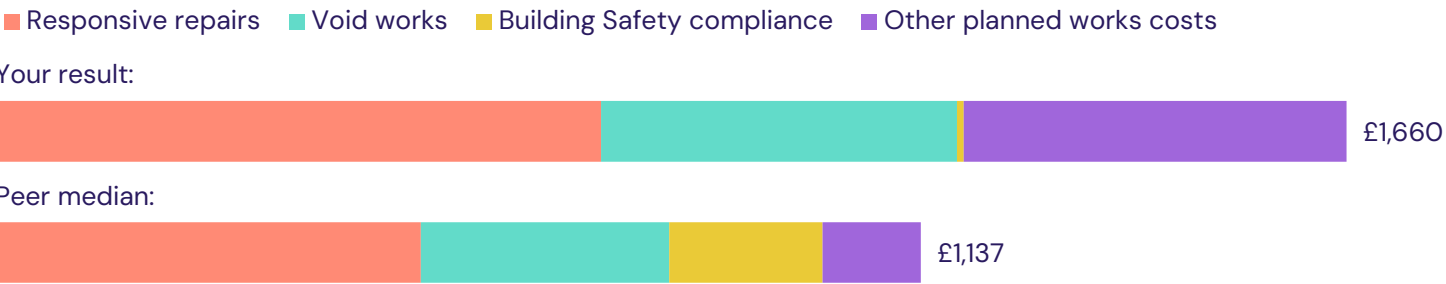
## Costs

The pressure on landlords’ maintenance services has continued unabated into 2024. In addition to increased regulation, higher demand and supply chain issues, salaries for specialist staff have increased significantly in the last two years, adding to already stretched budgets.

### Maintenance cost per unit



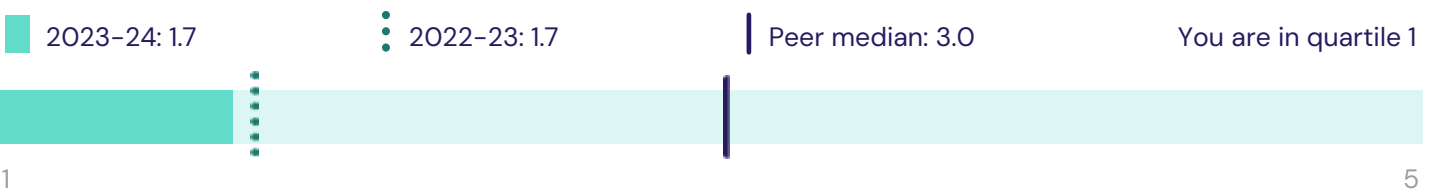
### Maintenance cost per unit breakdown



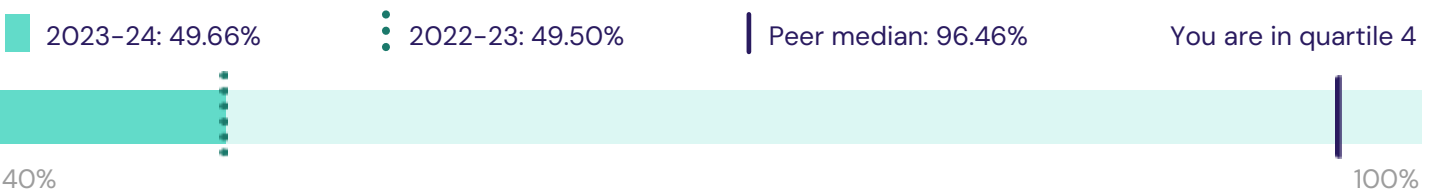
## Responsive repairs

Landlords have been recording steady rises in repairs outputs as they tackle backlogs. This additional work has tended to push up costs.

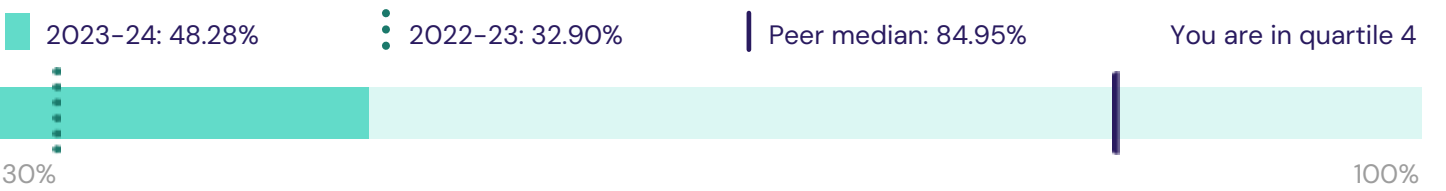
### Number of responsive repairs per property



### Percentage of emergency repairs completed within target timescale



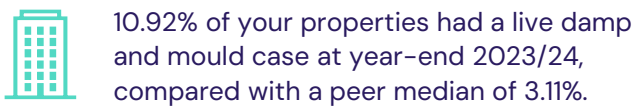
### Percentage of non-emergency repairs completed within target timescale



## Maintaining homes

Landlords have set aside considerable budgets to tackle safety compliance and manage hazards such as damp and mould. While we see a variety of ways to account for this work financially, the upshot is an overall increase in activity and rise in costs.

### Damp & mould



### Building safety

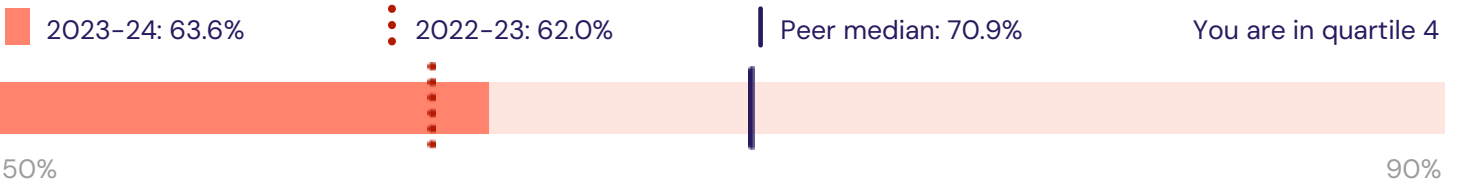
Compliant homes or assets	Your result	Peer median
Gas	99.49%	99.94%
EICR	97.02%	95.05%
Fire	100.00%	100.00%
Asbestos	100.00%	100.00%
Legionella	100.00%	100.00%
Lifts	100.00%	100.00%

# Customer experience

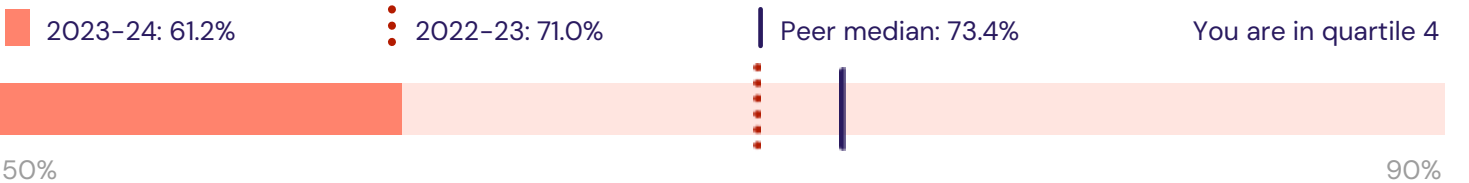
UK-wide tenant satisfaction has been declining over the last five years. With median satisfaction dropping below 70% for the first time, many landlords have put more emphasis on improving the tenant experience. As a result of this focus, 40% of landlords reporting on satisfaction monthly had seen an uptick in tenant perception by mid-2024/25.

## Perception

Satisfaction with the overall service provided by the landlord



Satisfaction with the repairs service over the last 12 months

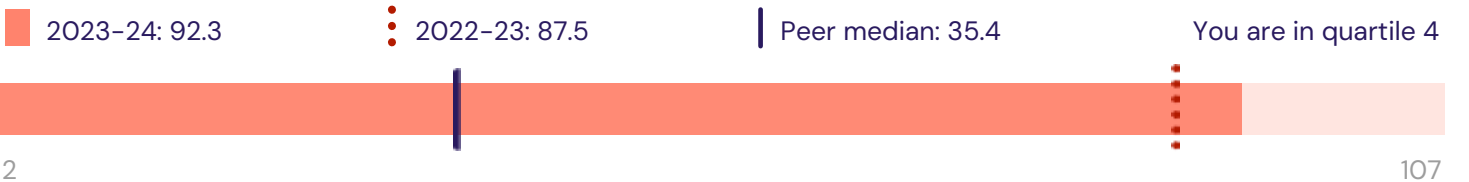


Satisfaction that the landlord listens to views and acts upon them



## Complaints

Stage 1 complaints received per 1,000 properties

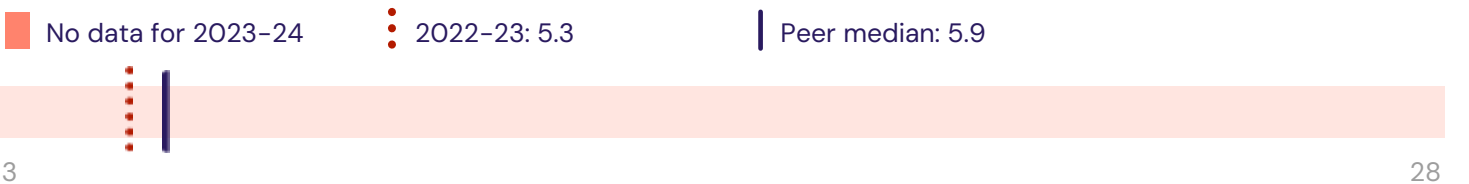


Percentage of stage 1 complaints responded to within target time



## Contact

Number of calls answered per property



Average time to answer inbound telephone calls (seconds)



# Appendix

This report is based on your cost and performance data for the financial year 2023–24, unless otherwise stated. All peer comparisons are based on your bespoke peer group which is detailed below. Peer medians for satisfaction measures are calculated based on 3 years of data. Note, we have issued this report now because we already hold data for most of your peers. However, 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.

## Summary Quadrant

This report includes quadrants that summarise how well you perform compared to your peer group within two key areas. These are calculated using all the KPIs included on those pages. For example, ‘Management’ plots your average relative cost position using your management cost per property results and your average relative performance position using your arrears, void loss, staff sickness and turnover results.



## Peer group

The organisations in your peer group have the following characteristics:

### Name

English LAs (exc London) <10k

### Size

0 – 9,780 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	✓

### Total sample size

64