



# Mid Suffolk Tenant Dashboard

September 2024 – September 2023

# Housing Performance Dashboard for Tenants

Mid Suffolk District Council - September 2024



WHAT YOU'D LIKE TO KNOW	SEPTEMBER 2024	AUGUST 2024	TARGET	TREND
Number of (total) repairs logged	514	500	n/a	
Number of repairs completed	644	664	n/a	
Number of repairs outstanding	0	0	n/a	
Tenant satisfaction with repairs %	90%	88%	100%	
Repairs completed on first visit %	77.8%	80.1%	n/a	
Average time to complete & close repair (days)	61.03	76.77	n/a	
Number of housing complaints received	N/A	N/A	n/a	
Complaints resolved within timescale	N/A	N/A	100%	
Number of Anti-Social Behaviour (ASB) cases raised	7	8	n/a	
Tenant satisfaction with ASB handling	38%	100%	100%	
Gas safety compliance %	99.21	99.21	100%	
Fire safety compliance %	100%	100%	100%	
Rent collected %	99.90%	99.81%	100%	

## Complaints Data

In June 2024 we moved over to a new complaints system. We are still working on getting the complaints data. Once we have the data, we will add it to the dashboard for this month



# Housing Performance Dashboard for Tenants

Mid Suffolk District Council - August 2024



WHAT YOU'D LIKE TO KNOW	AUGUST 2024	JULY 2024	TARGET	TREND
Number of (total) repairs logged	500	588	n/a	
Number of repairs completed	664	810	n/a	
Number of repairs outstanding	0	0	n/a	
Tenant satisfaction with repairs %	88%	80%	100%	
Repairs completed on first visit %	80.1%	69.6%	n/a	
Average time to complete & close repair (days)	76.77	92.18	n/a	
Number of housing complaints received	N/A	N/A	n/a	
Complaints resolved within timescale	N/A	N/A	100%	
Number of Anti-Social Behaviour (ASB) cases raised	8	17	n/a	
Tenant satisfaction with ASB handling	100%	20%	100%	
Gas safety compliance %	99.21	99.43	100%	
Fire safety compliance %	100%	100%	100%	
Rent Collected %	99.81%	99.31%	100%	

**Complaints Data**

In June 2024 we moved over to a new complaints system. We are still working on getting the complaints data. Once we have the data, we will add it to the dashboard for this month



# Housing Performance Dashboard for Tenants

Mid Suffolk District Council - July 2024



WHAT YOU'D LIKE TO KNOW	JULY 2024	JUNE 2024	TARGET	TREND
Number of (total) repairs logged	588	453	n/a	
Number of repairs completed	810	416	n/a	
Number of repairs outstanding	0	37	n/a	
Tenant satisfaction with repairs %	80%	85%	100%	
Repairs completed on first visit %	69.6%	87.70%	n/a	
Average time to complete & close repair (days)	92.18	62.49	n/a	
Number of housing complaints received	N/A	23	n/a	
Complaints resolved within timescale	N/A	47.83%	100%	
Number of Anti-Social Behaviour (ASB) cases raised	17	11	n/a	
Tenant satisfaction with ASB handling	20%	100%	100%	
Gas safety compliance %	99.43	99.49%	100%	
Fire safety compliance %	100%	100%	100%	
Rent collected %	99.31%	99.86%	100%	

## Complaints Data

In June 2024 we moved over to a new complaints system. We are still working on getting the complaints data. Once we have the data, we will add it to the dashboard for this month



# Housing Performance Dashboard for Tenants

Mid Suffolk District Council - June 2024



WHAT YOU'D LIKE TO KNOW	JUNE 2024	MAY 2024	TARGET	TREND
Number of (total) repairs logged	453	541	n/a	
Number of repairs completed	416	340	n/a	
Number of repairs outstanding	37	240	n/a	
Tenant satisfaction with repairs %	85%	77%	100%	
Repairs completed on first visit %	87.70%	87.35%	n/a	
Average time to complete & close repair (days)	62.49	26	n/a	
Number of housing complaints received	23	32	n/a	
Complaints resolved within timescale	47.83%	34.37%	100%	
Number of Anti-Social Behaviour (ASB) cases raised	11	12	n/a	
Tenant satisfaction with ASB handling	100%	100%	100%	
Gas safety compliance %	99.49%	99.03%	100%	
Fire safety compliance %	100%	100%	100%	
Rent collected %	99.86%	N/A	100%	



# Housing Performance Dashboard for Tenants

Mid Suffolk District Council - May 2024



WHAT YOU'D LIKE TO KNOW	MAY 2024	APRIL 2024	TARGET	TREND
Number of (total) repairs logged	541	572	n/a	
Number of repairs completed	340	470	n/a	
Number of repairs outstanding	240	156	n/a	
Tenant satisfaction with repairs %	77%	74%	100%	
Repairs completed on first visit %	87.35%	87.87%	n/a	
Average time to complete & close repair (days)	26	26	n/a	
Number of housing complaints received	32	44	n/a	
Complaints resolved within timescale	34.37%	13.95%	100%	
Number of Anti-Social Behaviour (ASB) cases raised	12	9	n/a	
Tenant satisfaction with ASB handling	100%	0%	100%	
Gas safety compliance %	99.03%	99.14%	100%	
Fire safety compliance %	100%	100%	100%	



# Housing Performance Dashboard for Tenants

Mid Suffolk District Council - April 2024



WHAT YOU'D LIKE TO KNOW	APRIL 2024	MARCH 2024	TARGET	TREND
Number of (total) repairs logged	572	563	n/a	
Number of repairs completed	470	478	n/a	
Number of repairs outstanding	156	161	n/a	
Tenant satisfaction with repairs %	74%	83%	100%	
Repairs completed on first visit %	87.87%	89.54%	n/a	
Average time to complete & close repair (days)	26	37	n/a	
Number of housing complaints received	44	37	n/a	
Complaints resolved within timescale	13.95%	36%	100%	
Number of Anti-Social Behaviour (ASB) cases raised	9	4	n/a	
Tenant satisfaction with ASB handling	0%	No Survey Completed this month	100%	
Gas safety compliance %	99.14%	99.49%	100%	
Fire safety compliance %	100%	100%	100%	



# Housing Performance Dashboard for Tenants

Mid Suffolk District Council - March 2024



WHAT YOU'D LIKE TO KNOW	MARCH 2024	FEBRUARY 2024	TARGET	TREND
Number of (total) repairs logged	563	480	n/a	
Number of repairs completed	478	417	n/a	↻
Number of repairs outstanding	161	214	n/a	↻
Tenant satisfaction with repairs %	83%	90%	100%	↻
Repairs completed on first visit %	89.54%	90.8%	n/a	↻
Average time to complete & close repair (days)	37	63	n/a	↻
Number of housing complaints received	37	35	n/a	↻
Complaints resolved within timescale	36%	20%	100%	↻
Number of Anti-Social Behaviour (ASB) cases raised	4	5	n/a	↻
Tenant satisfaction with ASB handling	No Survey Completed this month	No surveys completed this month	100%	↻
Gas safety compliance %	99.49%	99.48%	100%	↻
Fire Risk Assessments	100%	100%	100%	↻





# Housing Performance Dashboard for Tenants

Mid Suffolk District Council - February 2024



WHAT YOU'D LIKE TO KNOW	FEBRUARY 2024	JANUARY 2024	TARGET	TREND
Number of (total) repairs logged	480	606	n/a	
Number of repairs completed	417	447	n/a	
Number of repairs outstanding	214	306	n/a	
Tenant satisfaction with repairs %	90%	80%	100%	
Repairs completed on first visit %	90.8%	88.14%	n/a	
Average time to complete & close repair (days)	63	24	n/a	
Number of housing complaints received	35	38	n/a	
Complaints resolved within timescale	20%	34.21%	100%	
Number of Anti-Social Behaviour (ASB) cases raised	5	8	n/a	
Tenant satisfaction with ASB handling	No surveys completed this month	50%	100%	
Gas safety compliance %	99.48%	98.89%	100%	
Fire safety compliance %	100%	100%	100%	



# Housing Performance Dashboard for Tenants

Mid Suffolk District Council - January 2024



WHAT YOU'D LIKE TO KNOW	JANUARY 2024	DECEMBER 2023	TARGET	TREND
Number of (total) repairs logged	606	413	n/a	
Number of repairs completed	447	306	n/a	
Number of repairs outstanding	306	179	n/a	
Tenant satisfaction with repairs %	80%	82%	100%	
Repairs completed on first visit %	88.14%	82.68%	n/a	
Average time to complete & close repair (days)	24	63	n/a	
Number of housing complaints received	38	37	n/a	
Complaints resolved within timescale	34.21%	50%	100%	
Number of Anti-Social Behaviour (ASB) cases raised	8	6	n/a	
Tenant satisfaction with ASB handling	50%	0%	100%	
Gas safety compliance %	98.89%	99.65%	100%	
Fire safety compliance %	100%	100%	100%	



# Housing Performance Dashboard for Tenants

Mid Suffolk District Council - December 2023



WHAT YOU'D LIKE TO KNOW	DECEMBER 2023	NOVEMBER 2023	TARGET	TREND
Number of (total) repairs logged	413	188	n/a	
Number of repairs completed	306	668	n/a	
Number of repairs outstanding	179	195	n/a	
Tenant satisfaction with repairs %	82%	92%	100%	
Repairs completed on first visit %	82.68%	75.15%	n/a	
Average time to complete & close repair (days)	63	90	n/a	
Number of housing complaints received	37	41	n/a	
Complaints resolved within timescale	50%	31.7%	100%	
Number of Anti-Social Behaviour (ASB) cases raised	6	7	n/a	
Tenant satisfaction with ASB handling	0%	0%	100%	
Gas safety compliance %	99.65%	98.78%	100%	
Fire safety compliance %	100%	100%	100%	



# Housing Performance Dashboard for Tenants

Mid Suffolk District Council - November 2023



WHAT YOU'D LIKE TO KNOW	NOVEMBER 2023	OCTOBER 2023	TARGET	TREND
Number of (total) repairs logged	188	282	n/a	
Number of repairs completed	668	457	n/a	
Number of repairs outstanding	195	172	n/a	
Tenant satisfaction with repairs %	92%	88%	100%	
Repairs completed on first visit %	75.15%	88.27%	n/a	
Average time to complete & close repair (days)	90	101	n/a	
Number of housing complaints received	41	39	n/a	
Complaints resolved within timescale	31.7%	26.58%	100%	
Number of Anti-Social Behaviour (ASB) cases raised	7	15	n/a	
Tenant satisfaction with ASB handling	0%	0%	100%	
Gas safety compliance %	98.78%	98.90%	100%	
Fire safety compliance %	100%	100%	100%	



# Housing Performance Dashboard for Tenants

Mid Suffolk District Council - October 2023



WHAT YOU'D LIKE TO KNOW	OCTOBER 2023	SEPTEMBER 2023	TARGET	TREND
Number of (total) repairs logged	282	212	n/a	
Number of repairs completed	457	377	n/a	
Number of repairs outstanding	172	133	n/a	
Tenant satisfaction with repairs %	88%	90%	100%	
Repairs completed on first visit %	88.27%	61%	n/a	
Average time to complete & close repair (days)	101	56	n/a	
Number of housing complaints received	39	25	n/a	
Complaints resolved within timescale	26.58%	29.41%	100%	
Number of Anti-Social Behaviour (ASB) cases raised	15	9	n/a	
Tenant satisfaction with ASB handling	0%	100%	100%	
Gas safety compliance %	98.90%	99.36%	100%	
Fire safety compliance %	100%	100%	100%	



# Housing Performance Dashboard for Tenants

Mid Suffolk District Council - September 2023



WHAT YOU'D LIKE TO KNOW	SEPTEMBER 2023	AUGUST 2023	TARGET	TREND
Number of (total) repairs logged	212	600	n/a	
Number of repairs completed	377	250	n/a	
Number of repairs outstanding	-	350	n/a	
Tenant satisfaction with repairs %	90%	86%	100%	
Repairs completed on first visit %	88.27	87.72	n/a	
Average time to complete & close repair (days)	56	42	n/a	
Number of housing complaints received	25	29	n/a	
Complaints resolved within timescale	29.41%	52%	100%	
Number of Anti-Social Behaviour (ASB) cases raised	9	7	n/a	
Tenant satisfaction with ASB handling	100%	60%	100%	
Gas safety compliance %	99.36%	99.4%	100%	
Fire safety compliance %	100%	100%	100%	

