



Mid Suffolk Tenant Dashboard

February 2024 - September 2023

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%	





Babergh Tenant Dashboard

February 2024 - September 2023

Housing Performance Dashboard for Tenants

Babergh District Council - February 2024



WHAT YOU'D LIKE TO KNOW	FEBRUARY 2024	JANUARY 2024	TARGET	TREND
Number of (total) repairs logged	529	664	n/a	
Number of repairs completed	542	438	n/a	
Number of repairs outstanding	175	347	n/a	
Tenant satisfaction with repairs %	90%	80%	100%	
Repairs completed on first visit %	91.2%	89.73%	n/a	
Average time to complete & close repair (days)	46	22	n/a	
Number of housing complaints received	35	38	n/a	
Complaints resolved within timescale	20%	36.85%	100%	
Number of Anti-Social Behaviour (ASB) cases raised	4	6	n/a	
Tenant satisfaction with ASB handling	No surveys completed this month	50%	100%	
Gas safety compliance %	98.82%	96.97%	100%	
Fire safety compliance %	100%	100%	100%	



Housing Performance Dashboard for Tenants

Babergh District Council – January 2024

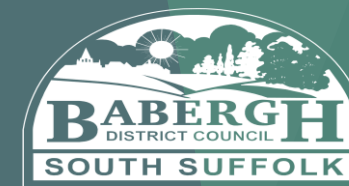







WHAT YOU'D LIKE TO KNOW	JANUARY 2024	DECEMBER 2023	TARGET	TREND
Number of (total) repairs logged	664	414	n/a	
Number of repairs completed	438	385	n/a	
Number of repairs outstanding	347	174	n/a	
Tenant satisfaction with repairs %	80%	82%	100%	
Repairs completed on first visit %	89.73%	82.34%	n/a	
Average time to complete & close repair (days)	22	51	n/a	
Number of housing complaints received	38	37	n/a	
Complaints resolved within timescale	36.85%	50%	100%	
Number of Anti-Social Behaviour (ASB) cases raised	6	4	n/a	
Tenant satisfaction with ASB handling	50%	0%	100%	
Gas safety compliance %	96.97%	97.36%	100%	
Fire safety compliance %	100%	100%	100%	



Housing Performance Dashboard for Tenants

Babergh District Council – December 2023



WHAT YOU'D LIKE TO KNOW	DECEMBER 2023	NOVEMBER 2023	TARGET	TREND
Number of (total) repairs logged	414	243	n/a	
Number of repairs completed	385	665	n/a	
Number of repairs outstanding	174	233	n/a	
Tenant satisfaction with repairs %	82%	92%	100%	
Repairs completed on first visit %	82.34%	76.24%	n/a	
Average time to complete & close repair (days)	51	67	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	4	4	n/a	
Tenant satisfaction with ASB handling	0%	0%	100%	
Gas safety compliance %	97.36%	98.26%	100%	
Fire safety compliance %	100%	100%	100%	



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Babergh District Council - November 2023



WHAT YOU'D LIKE TO KNOW	NOVEMBER 2023	OCTOBER 2023	TARGET	TREND
Number of (total) repairs logged	243	348	n/a	
Number of repairs completed	665	538	n/a	
Number of repairs outstanding	233	213	n/a	
Tenant satisfaction with repairs %	92%	88%	100%	
Repairs completed on first visit %	76.24%	73.76%	n/a	
Average time to complete & close repair (days)	67	107	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	4	11	n/a	
Tenant satisfaction with ASB handling	0%	0%	100%	
Gas safety compliance %	98.26%	98.37%	100%	
Fire safety compliance %	100%	100%	100%	



Housing Performance Dashboard for Tenants

Babergh District Council - October 2023



WHAT YOU'D LIKE TO KNOW	OCTOBER 2023	SEPTEMBER 2023	TARGET	TREND
Number of (total) repairs logged	348	210	n/a	
Number of repairs completed	538	438	n/a	
Number of repairs outstanding in October	213	135	n/a	
Tenant satisfaction with repairs %	88%	90%	100%	
Repairs completed on first visit %	73.76%	81.7%	n/a	
Average time to complete & close repair (days)	107	56	n/a	
Number of housing complaints received	39	25	n/a	
Complaints resolved within timescale	26.58%	29%	100%	
Number of Anti-Social Behaviour (ASB) cases raised	11	7	n/a	
Tenant satisfaction with ASB handling	0%	100%	100%	
Gas safety compliance %	98.37%	98.6%	100%	
Fire safety compliance %	100%	100%	100%	



Housing Performance Dashboard for Tenants

Babergh District Council - September 2023



WHAT YOU'D LIKE TO KNOW	SEPTEMBER 2023	AUGUST 2023	TARGET	TREND
Number of (total) repairs logged	210	646	n/a	
Number of repairs completed	438	273	n/a	
Number of repairs outstanding in September	-	373	n/a	
Tenant satisfaction with repairs %	90%	86%	100%	
Repairs completed on first visit %	81.7	88.35%	n/a	
Average Time to complete & close repair (days)	56	32	n/a	
Number of housing complaints received	25	29	n/a	
Complaints resolved within timescale	29%	52%	100%	
Number of Anti-Social Behaviour (ASB) cases raised	7	11	n/a	
Tenant satisfaction with ASB handling	100%	60%	100%	
Gas safety compliance %	98.6%	98.1%	100%	
Fire safety compliance %	100%	100%	100%	

