

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 in September	-	-	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%	



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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 in September	-	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%	67%	100%	
Gas safety compliance %	99.36%	99.4%	100%	
Fire safety compliance %	100%	100%	100%	



Following feedback from tenants, we have revised some of the information on the dashboards and given it a 'new look'.

Housing Performance Dashboard for Tenants

Mid Suffolk District Council - August 2023



WHAT YOU'D LIKE TO KNOW	AUGUST 2023	JULY 2023	TARGET	TREND
Number of (total) repairs logged	600	-	n/a	
Number of repairs completed	250	-	n/a	
Number of repairs outstanding from August	350	-	n/a	
Tenant satisfaction with repairs %	86%	100%	100%	
Repairs completed on first visit %	87.72	-	n/a	
Average Time to complete & close repair (days)	42	52	n/a	
Number of housing complaints received	29	25	n/a	
Complaints resolved within timescale	52%	49%	100%	
Number of Anti-Social Behaviour (ASB) cases raised	7	20	n/a	
Tenant satisfaction with ASB handling	67%	100%	100%	
Gas safety compliance %	99.4%	100%*	100%	
Fire safety compliance %	100%	99.0%	100%	



For feedback or to suggest future updates then click on this [feedback form](#)

Housing Performance Dashboard for Tenants

Mid Suffolk District Council - July 2023



What you'd like to know	Last Month	July 2023	Target	Trend	What's happening...
Number of (total) repairs completed	589	391	n/a	↓	<p>Welcome to our forth monthly Housing Performance Dashboard for Tenants.</p> <p>NB. At time of going to press, some data was not available - this will be updated ASAP.</p> <p>Besides reporting our measures, a healthy proportion of our learnings and insight come from yourself, and this month sees the second quarterly survey of the year where our partner Aquity will contact many hundreds of our tenants across the districts and ask for feedback. If you are contacted then we would appreciate your time to share your thoughts and experience.</p> <p>Finally, this documents contents is powered by yourselves, so if you have any comments or feedback, then please let us know using the links at the base of the page.</p> <p>Further details about the survey can be found here.</p>
Number of emergency repairs completed	135	124	n/a	↓	
Number of repairs outstanding	279	219	n/a	↓	
Tenant satisfaction with repairs %	92%	100%	100%	↑	
Repairs completed on first visit %	n/a	n/a	TBC		
Average Time to complete & close repair (days)	39	52	n/a	↑	
Number of housing complaints received	22	25	n/a	↑	
Complaints resolved within timescale	39%	49%	100%	↑	
Number of Anti-Social Behaviour (ASB) cases raised	20	20	n/a	→	
Percentage ASB Cases per 1000 homes	5.75%	6.02%	<1%	↑	
Tenant satisfaction with ASB handling	100%*	100%*	100%		
Gas Safety compliance % (checked within last 12 months)	99.3%	99.0%	100%	↓	
Fire Safety compliance% (risk assessment where required)	100.0%	83.3%	100%	↓	
	*Only 1 reply	*only 1 reply			



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Housing Performance Dashboard for Tenants

Mid Suffolk District Council - June 2023



What you'd like to know	June 2023	Target	Trend	What's happening...
Number of (total) repairs completed	589	n/a	↑	<p>Welcome to our third monthly Housing Performance Dashboard for Tenants.</p> <p>NB. At time of going to press, some data was not available - this will be updated ASAP.</p>
Number of emergency repairs completed	135	n/a	↑	
Number of repairs outstanding	279	n/a	↓	
Tenant satisfaction with repairs %	92%	100%	↑	<p>As we saw last month, the warmer weather has seen associated increases for Anti-Social Behaviour as people spend more time outdoors. The teams have been busy liaising to understand and resolve. Please continue to contact us if you have concerns yourself.</p>
Repairs completed on first visit %	n/a	n/a	↓	
Average Time to complete & close repair (days)	39	n/a	↓	
Number of housing complaints received	22	n/a	↓	
Complaints resolved within timescale	39%	100%	↓	
Number of Anti-Social Behaviour (ASB) cases raised	20	n/a	↑	<p>Compliance is always a priority within our annual planned works, so if you are contacted to arrange access for these to be completed then we ask you to please support where you can.</p>
Percentage ASB Cases per 1000 homes	5.75%	<1%	↑	
Tenant satisfaction with ASB handling	100%*	100%	↑	<p>Finally, this documents contents is powered by yourselves, so if you have any comments or feedback, then please let us know using the links at the base of the page.</p>
Gas Safety compliance % (checked within last 12 months)	99.3%	100%	↑	
Fire Safety compliance% (risk assesment where required)	100.0%	100%	↑	

* Only 1 reply



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Housing Performance Dashboard for Tenants

Mid Suffolk District Council - May 2023



What you'd like to know	May 2023	Target	Trend	What's happening...
Number of (total) repairs completed	462	n/a	↑	<i>Welcome to our second monthly Housing Performance Dashboard for Tenants.</i>
Number of emergency repairs completed	126	n/a	↑	
Number of repairs outstanding	323	n/a	↓	<i>It's great to see some improvements in the data around repairs - greater focus and behavioural changes that are being adopted internally. Although there has been a slight dip in first time completions, we are still marginally above the national average as well as improving on the general volume of repairs from the previous month.</i>
Tenant satisfaction with repairs %	74%	100%	↑	
Repairs completed on first visit %	85%	n/a	↓	
Average Time to complete & close repair (days)	57	n/a	↓	
Number of housing complaints received	30	n/a	↓	<i>Anti-Social Behaviour cases do show a rise in the last calendar month albeit April was lower than normal, we are seeing more contact regarding animals and illegal activity.</i>
Complaints resolved within timescale	43%	100%	↓	
Number of Anti-Social Behaviour (ASB) cases raised	11	n/a	↑	
Percentage ASB Cases per 1000 homes	3.17%	<1%	↑	
Tenant satisfaction with ASB handling	0%*	100%	↓	Click for more information on Anti-Social Behaviour
Gas Safety compliance % (checked within last 12 months)	99.0%	100%	↑	
Fire Safety compliance% (risk assesment where required)	97.1%	100%	↑	

* Only 1 reply

Any feedback you'd like to share with us, or requests for future then please let us know:

Tenant.Engagement@BaberghMidSuffolk.gov.uk



Housing Performance Dashboard for Tenants

Mid Suffolk District Council - April 2023



What you'd like to know	April 2023	Target	Trend	What's happening...
Number of (total) repairs completed	263	n/a		<i>Welcome to the first months Performance Dashboard for Tenants.</i>
Number of emergency repairs completed	72	n/a		
Number of repairs outstanding	476	n/a		<i>This dashboard helps you to understand how we, your council are performing with matters that are important to you and your home.</i>
Tenant satisfaction with repairs %	71%	100%		
Repairs completed on first visit %	87%	n/a		<i>The questions are those from topics that were of interest indicated to us in a tenant survey carried out in January 2023.</i>
Average Time to complete & close repair (days)	26	n/a		
Number of housing complaints received	66	n/a		<i>The data will be updated monthly, and then will be scrutinised through our Tenant Board. The minutes from these meetings will be published and linked.</i>
Complaints resolved within timescale	66%	100%		
Number of Anti-Social Behaviour (ASB) cases raised	6	n/a		<i>Existing and additional questions will be reviewed periodically with updates posted within this page.</i>
Percentage ASB Cases per 1000 homes	1.81%	<1%		
Tenant satisfaction with ASB handling	100%	100%		<i>If you have any questions or suggestions, then please get in touch with us at: tenant.engagement@baberghmidsuffolk.gov.uk</i>
Gas Safety compliance % <small>(checked within last 12 months)</small>	98.2%	100%		
Fire Safety compliance% <small>(risk assesment where required)</small>	94.7%	100%		

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