

# HRA Performance Q4 2024/25

April 2025



# REPAIRS PERFORMANCE

# Responsive Repairs (Mears)

Indicator	Reporting year	Current target	Q1	Q2	Q3	Q4
% of out of hours repairs completed on time (Mears)	2024-25	100.00%	100.00%	100.00%	100.00%	100.00%
	2023-24		100.00%	100.00%	100.00%	100.00%
% of day emergency repairs completed on time (Mears)	2024-25	100.00%	98.60%	99.10%	99.70%	99.70%
	2023-24		99.27%	100.00%	99.50%	98.90%
% of Urgent repairs completed on time (Mears)	2024-25	100.00%	97.17%	98.05%	96.20%	98.00%
	2023-24		100.00%	99.23%	98.30%	98.90%
% of Routine repairs completed on time (Mears)	2024-25	99.00%	90.40%	89.93%	96.80%	94.30%
	2023-24		66.45%	95.67%	94.70%	93.90%
% of appointments kept (urgent and routine only)	2024-25	99.50%	98.27%	97.26%	94.70%	91.00%
	2023-24		98.50%	98.80%	98.70%	98.00%

- Delivered by Mears (sub-contractors used for specialist works)
- A total of 2404 jobs completed in Q4 2024/25. This compares to 2070 completed in Q3 2024/25 - increase due to how jobs are being raised on the new contract. One job per trade rather than one job raised for multiple trades.
- 63 Handyperson jobs completed in Q4 2024/25. This compares to 61 completed in Q3 2024/25
- Monthly repairs meeting undertaken with Mears to review day to day works and to discuss operational delivery of the contract
- Bi-weekly meetings are held with Mears to discuss complaints, disrepair claims, scheduling works, inspections and to get updates on works in progress.
- Performance remains good across all repair's priority indicators.

# Responsive Repairs (Mears)

Indicator name	Year	Current Target	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	2024/25
% of customer satisfaction with overall repairs service (Mears)	2024-25	99.00%	92.90%	83.00%	92.50%	100.00%	93.50%	92.00%	93.30%	79.31%	92.45%	94.34%	95.08%	95.12%	92.97%
	2023-24	99.00%	69.00%	87.20%	94.70%	94.90%	90.50%	94.40%	94.10%	89.50%	84.60%	85.70%	100.00%	87.80%	89.40%
Number of customers satisfied overall with the repairs service (Mears)	2024-25		39	44	49	64	43	46	42	46	49	50	58	39	569
	2023-24		20	34	36	37	19	34	16	17	22	30	28	36	329
% of customer satisfaction with works (Mears)	2024-25	99.00%	92.90%	83.00%	92.50%	100.00%	93.50%	92.00%	93.30%	79.31%	92.45%	94.34%	95.08%	95.12%	92.97%
	2023-24	99.00%	69.00%	87.20%	94.70%	94.90%	90.50%	94.40%	94.10%	89.50%	84.60%	85.70%	100.00%	87.80%	89.40%
Number of Customers satisfied with the work completed by Mears (Mears)	2024-25		39	44	49	64	43	46	42	46	49	50	58	39	569
	2023-24		20	34	36	37	19	34	16	17	22	30	28	36	329
Number of responses to repairs survey (Mears)	2024-25		42	53	53	64	46	50	45	51	53	53	61	41	612
	2023-24		29	39	38	39	21	36	17	19	26	35	28	41	368

- There was generally an improvement across most indicators as of the end of Q4.
- General increase in customer satisfaction on repairs from Jan to March compared to Q3.
- There was an increase in the number of surveys received compared to the previous year and quarter.
- The Branch has a Customer Care Manager and a Resident Liaison Officer in branch and on the contract which has led to more surveys/engagement taking place.
- Recruitment programme in place to support new contract delivery.
- Second stage interviews took place on 11/4/25 for the Partnership Delivery Lead

# Responsive Repairs (Mears)

Indicator name	Year	Current Target	Q1	Q2	Q3	Q4	2024/25
% of customer satisfaction with overall repairs service (Mears)	2024-25	99.00%	89%	96%	94%	95%	83%
	2023-24	99.00%	85%	94%	76%	90%	89%
Number of customers satisfied overall with the repairs service	2024-25		132	153	137	147	518
	2023-24		90	90	55	94	329
% of customer satisfaction with works (Mears)	2024-25	99.00%	89%	96%	94%	95%	83%
	2023-24	99.00%	85%	94%	76%	90%	89%
Number of Customers satisfied with the work completed by	2024-25		132	153	137	147	518
	2023-24		90	90	55	94	329
Number of responses to repairs survey (Mears)	2024-25		148	160	146	155	622
	2023-24		106	96	72	104	368
Average days start-end time for responsive repairs (Mears) OLD	2024-25	11	17	13			15
	2023-24	11	19	15			17
Average days start-end time for responsive repairs (Mears) NEW contract	Emergency				1	1	1
	Urgent				4	5	4.5
	Routine				10	18	14
% of telephone calls answered (Mears)	2024-25	99.00%	99%	95%	96%	98%	97%
	2023-24	99.00%	98%	94%	98%	99%	97%
Average telephone call waiting time (seconds) (Mears)	2024-25	12	9	21	17	16	16
	2023-24	12	17	24	15	11	17

- This table presents a quarterly summary of each indicator
- The table also shows year on year performance comparison with 2023-2024
- Calls answered % matched the previous year but there was a 1 second improvement on call waiting times on 2023-2024
- All start to end repairs times across all 3 x priority ratings were within their respective target levels.
- There was an increase in the number of surveys completed in 2024/25.

# Responsive Repairs (Mears)

Indicator name	Year	Current Target	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	2024/25
Average days start-end time for responsive repairs (Mears) OLD contract	2024-25	11	17	20	16	13	12								16
	2023-24	11	19	20	18	19	13	15	14	16	13	16	17	17	16
Average days start-end time for responsive repairs (Mears) NEW contract	Emergency							0	1	0	1	1	1	1	1
	Urgent							2	2	3	5	4	5	4	4
	Routine							3	7	9	15	20	19	18	13
% of telephone calls answered (Mears)	2024-25	99%	100%	100%	97%	95%	95%	93%	95%	97%	97%	98%	97%	99%	97%
	2023-24	99%	98%	98%	98%	96%	93%	94%	96%	98%	99%	98%	98%	99%	97%
Average telephone call waiting time (seconds) (Mears)	2024-25	12	9	8	10	22	18	24	20	17	15	19	14	16	16
	2023-24	12	17	15	19	24	28	21	18	14	13	13	13	8	17

- There was an increase in avg start-end time for routine repairs mainly due to the season and the large number of repairs raised over Q4.
- Urgent repairs were completed within the 5-day target on average for Q4
- Emergency repairs were completed within the 1-day target on average for Q4.
- Avg call waiting time did drop slightly in Q4
- The % of calls answered improved in Q4 and was better at year end than in 2023/24

# Responsive Repairs (Mears) – Works in Progress

REPAIRS WIP AS OF 8/4/24	PPP Response 2024	Response Exclusions 2024	Grand Total	% of WIP
ASBESTOS TEST REQUIRED	2	2	<u>4</u>	0.58%
ASSIGNED SUBCONTRACTOR	15	28	<u>43</u>	6.21%
Awaiting Contact from Tenant	9	2	<u>11</u>	1.59%
CARDED	7	5	<u>12</u>	1.73%
Future Appointments	326	109	<u>435</u>	62.86%
ISSUED TO FENCING TEAM	33	2	<u>35</u>	5.06%
MATERIALS REQUIRED	12	1	<u>13</u>	1.88%
MORE TIME REQUIRED	20	17	<u>37</u>	5.35%
OTHER TRADE REQUIRED	7	6	<u>13</u>	1.88%
RECEIVED FROM MEDWAY	18	3	<u>21</u>	3.03%
REFER TO CLIENT / 3RD PARTY - SEE NOTES	33	15	<u>48</u>	6.94%
SCAFFOLDING REQUIRED	5	3	<u>8</u>	1.16%
Warantee Call with Mira	2	0	<u>2</u>	0.29%
Works on Hold	9	1	<u>10</u>	1.45%
<b>Grand Total</b>	<b>498</b>	<b>194</b>	<b>692</b>	
		TARGET	420	
		DIFF	272	
		%	39.31%	

**Works in Progress (WIP)** –the number of repairs that are raised, in the system and not yet completed.

- The above table reflects the WIP as of 8/4/25. This included inclusive PPP repairs and exclusive repairs.
- Most of the work in WIP (435 jobs) have future appointments. This is due to a combination of tenants requesting appointments outside of the target deadline or due to limited resource capacity.
- Work that has been referred to client is with the HRA Property Services team to review, advise or action.
- Mears produce regular WIP progress reports and WIP levels are discussed at operational and strategic meetings.

# Damp and mould

DAMP & MOULD													
Description	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	TOTAL
Total number of properties	3059	3073	3074	3075	3073	3073	3071	3071	3087	3087	3086	3085	-
Total number contact attempted	178	150	157	294	185	144	153	189	74	165	201	193	<b>2083</b>
Successful contacts	82	84	72	227	56	57	42	135	49	80	165	176	<b>1225</b>
Number reported damp / mould issues	45	29	27	27	31	15	11	53	31	51	74	104	<b>498</b>
Number of jobs raised for mould treatment by Mears	42	49	23	41	35	18	11	19	9	34	41	44	<b>366</b>

## Proactive approach

- The service attempted to contact 559 in Q4 tenants to ask if they had any D&M or any Health and Safety concerns. This is an increase from the previous quarter
- The service managed to speak to 421 residents (circa 75% contact success rate).
- 229 residents reported D&M in Q4 2024/25.
- Total D&M jobs raised for Q4 -199 – this is higher than Q3
- Increased number is likely because of more contacts being made at it being the coldest time of the year.

## Points to note

- The presence of D&M will reduce in the warmer months and increase during the colder months
- The service undertakes prevention measures such as improving heating, insulation and ventilation when completing D&M treatments to assist with D&M returning. The service will complete a trend analysis of D&M jobs at the end of the FY once the colder weather is over.
- The service is working with Mears to create a specific D&M reporting system in preparation for Awaabs Law being implemented.
- Works to improve the energy efficiency of 190 properties is underway. These fabric first measures include low energy lighting, monitoring sensors, insulation and windows.

# Damp and mould - WIP

- D&M WIP reports are provided monthly.
- As of 19/3/25, there were 35 open damp and mould jobs.
- 33 of the 35 jobs had appointments.
- 2 of the 35 jobs needed appointments to be booked.
- 24 of the 35 jobs were still in target with all 24 having appointments.
- 11 of the 35 jobs were overdue, with 11 of those 9 jobs having appointments.
- Overdue D&M jobs are as a result of tenant refusing works (job will remain open until inspected by Medway), Access issues or appointments being made with tenants after the target date is this is the most suitable time for the tenant.

D&M WIP as of 19/3/25

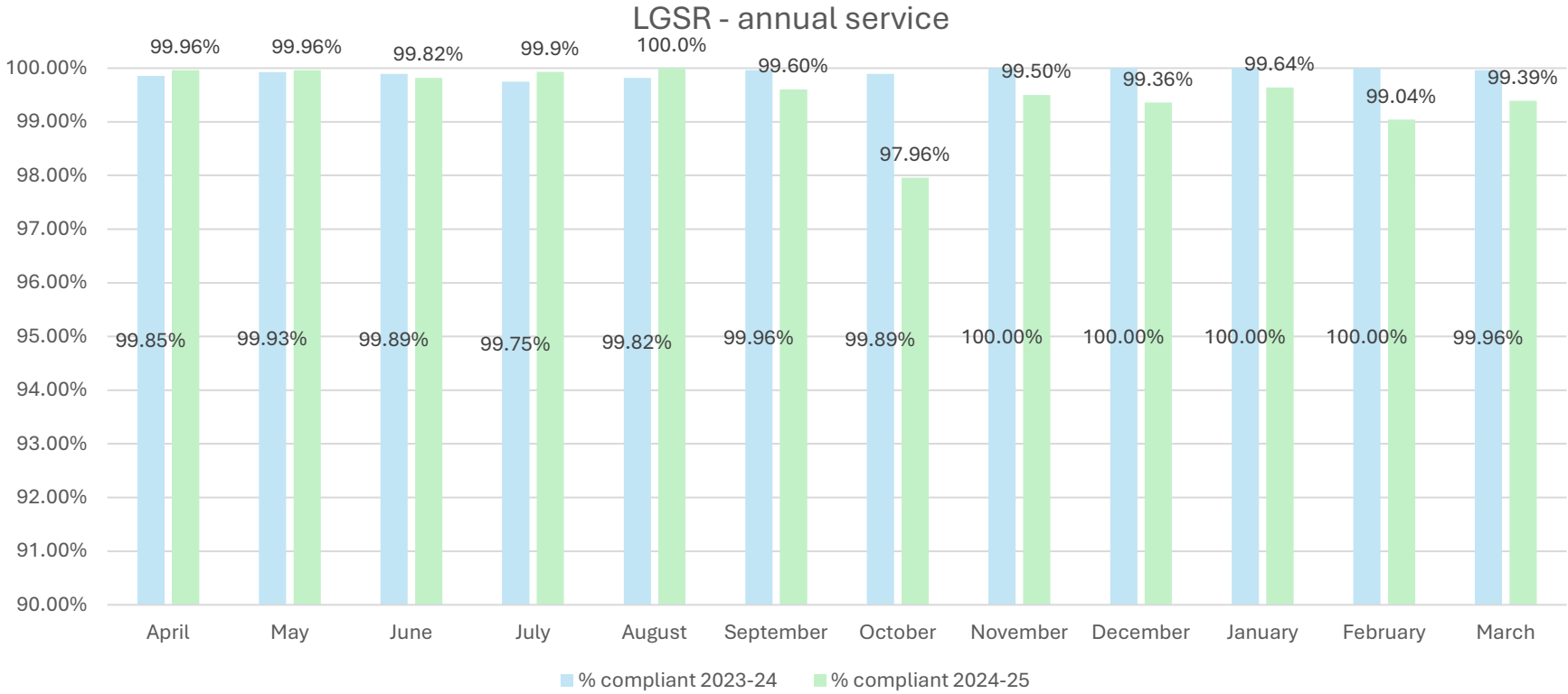
<b>TOTAL D&amp;M JOBS</b>	<b>35</b>
<b>TOTAL D&amp;M JOBS WITH APPOINTMENTS</b>	33
<b>TOTAL D&amp;M JOBS IN TARGET</b>	24
<b>TOTAL D&amp;M JOBS IN TARGET WITH APPOINTMENTS</b>	24
<b>TOTAL D&amp;M JOBS OUT OF TARGET</b>	11
<b>TOTAL D&amp;M JOBS OUT OF TARGET WITH APPOINTMENTS</b>	9

D&M WIP Overdue summary below.

Job Num	JOB APPOINTED DATE	Num of days overdue	Comment
2032278/1	1	-170	Tnt refused works
2032702/1	1	-157	Access issues
2034000/1	1	-124	Moved apts
2034974/1	1	-103	Moved apts
2035882/1	1	-85	Access issues
2037193/1	1	-45	awaiting tnt apt confirmation
2037821/1	1	-31	Apt made at suitable time for tnt
2037839/1	1	-31	Apt made at suitable time for tnt
2037849/1	1	-31	Apt made at suitable time for tnt
2037855/1		-31	Access issues
2038036/1		-25	Access issues

# COMPLIANCE PERFORMANCE

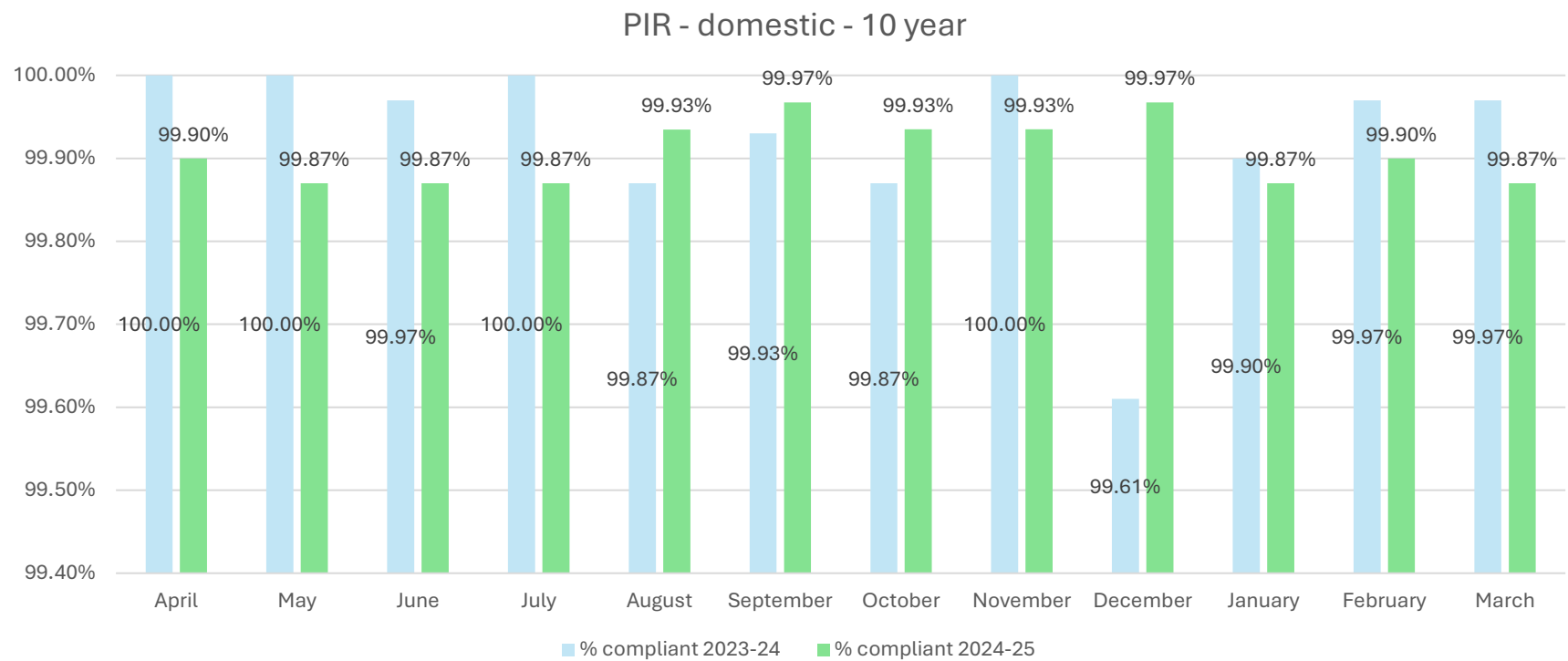
# Gas



MONTH	COMPLIANCE	QTR AVG
Apr-24	99.96%	99.91%
May-24	99.96%	
Jun-24	99.82%	
Jul-24	99.90%	99.83%
Aug-24	100.00%	
Sep-24	99.60%	
Oct-24	97.96%	98.94%
Nov-24	99.50%	
Dec-24	99.36%	
Jan-25	99.64%	99.36%
Feb-25	99.04%	
Mar-25	99.39%	
AVERAGE	99.51%	

- Delivered by Mears until 31 August 2024 and taken over by Swale Heating/Sureserve Compliance South as of 1 September 2024. Sureserve (SCS) took over from Swale Heating after novating on 10/3/25.
- There was an improvement from Q3 to Q4, with the quarter average increasing from 98.94% to 99.36%.
- Average monthly non-compliance is as of Q4 was 0.49 % (equivalent of 15 properties per month on average).
- Monthly gas compliancy meetings with Swale and PCM scheduled to review the previous months KPI performance and reports.
- SCS and Medway are working closely to obtain access warrants where required.

# Electric Domestic 10 year

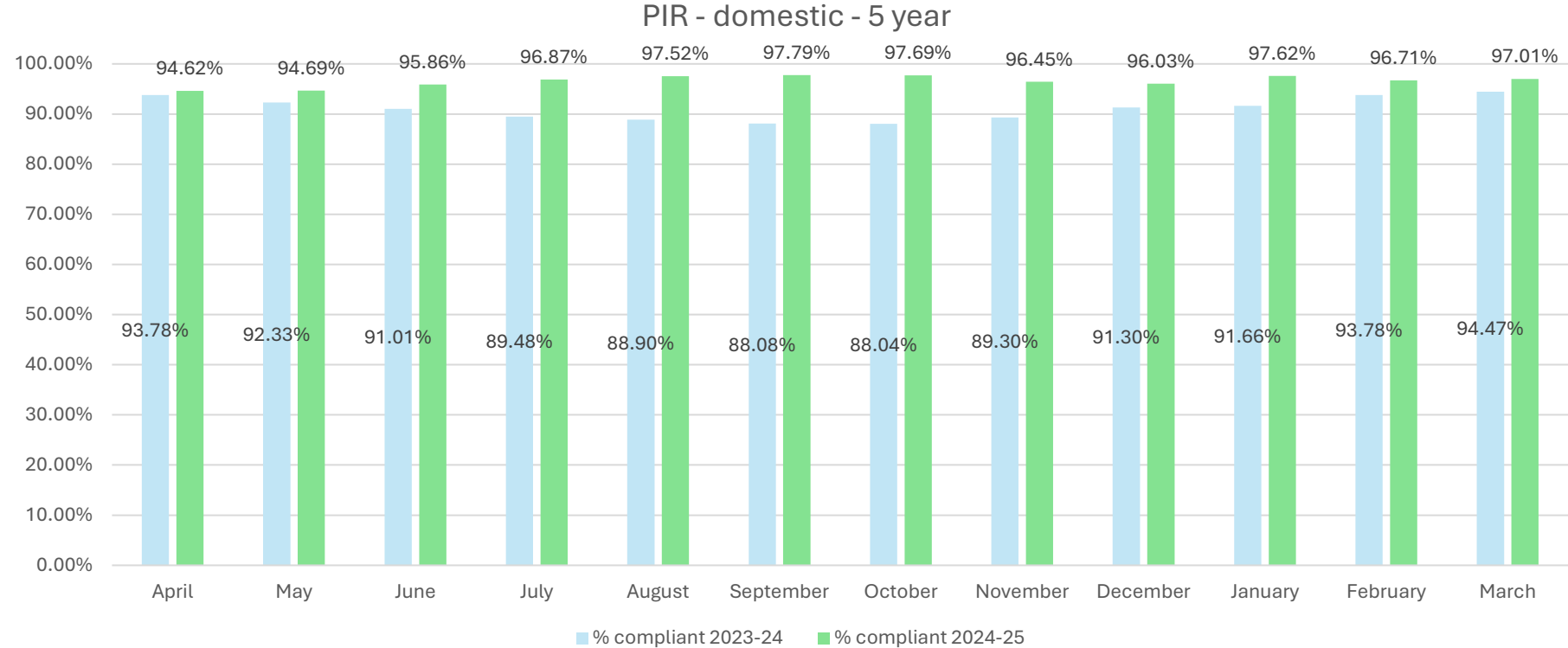


MONTH	COMPLIANCE	QTR AVG
Apr-24	99.90%	99.88%
May-24	99.87%	
Jun-24	99.87%	
Jul-24	99.87%	99.92%
Aug-24	99.93%	
Sep-24	99.97%	
Oct-24	99.93%	99.94%
Nov-24	99.93%	
Dec-24	99.97%	
Jan-25	99.87%	99.88%
Feb-25	99.90%	
Mar-25	99.87%	
<b>AVERAGE</b>	<b>99.91%</b>	

- Delivered by Mears until 31 August 2024. RGE Services took over the contract from 1 September 2024.
- Average Q4 compliance figure is 99.91% (approx. 1 property out of compliance) - Non-compliances due to no access will go through the court warrant route.
- Audited by external electrical consultant (Phoenix Compliancy Management LTD)
- Monthly meeting undertaken with RGE to discuss previous months KPI performance and reports.

PIR = Periodic inspection report

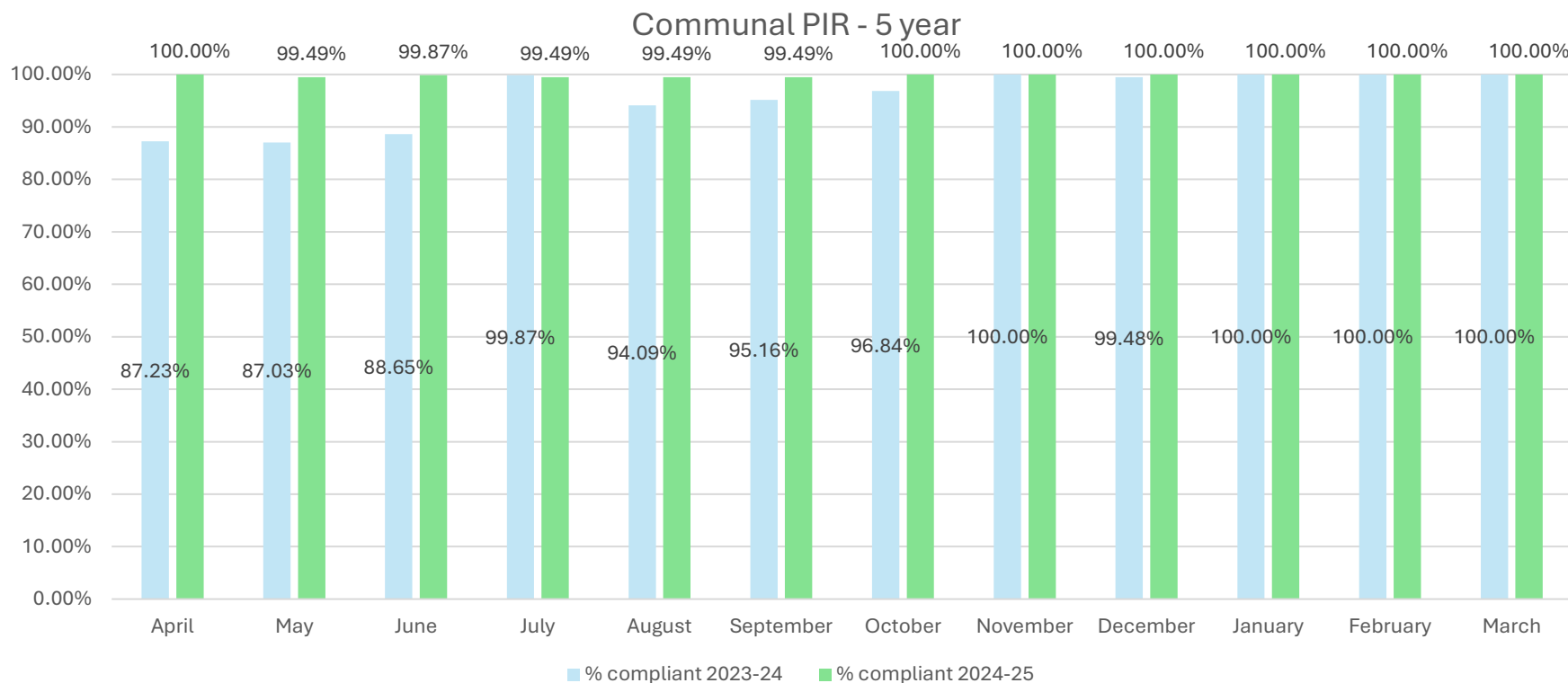
# Electric Domestic 5 year



MONTH	COMPLIANCE	QTR AVG
Apr-24	94.62%	95.06%
May-24	94.69%	
Jun-24	95.86%	
Jul-24	96.87%	97.39%
Aug-24	97.52%	
Sep-24	97.79%	
Oct-24	97.69%	96.72%
Nov-24	96.45%	
Dec-24	96.03%	
Jan-25	97.62%	97.11%
Feb-25	96.71%	
Mar-25	97.01%	
AVERAGE	96.57%	

- The current requirement is 10 years; however, the service has been moving towards a 5-year cycle in preparation for impending changes to legislation to mirror the private rented sector.
- Delivered by Mears until 31 August 2024. RGE Services took over the contract on 1 September 2024 - - Non-compliances due to no access will go through the court warrant route.
- Audited by external electrical consultant (Phoenix Compliancy Management LTD)
- Average Q4 compliance is 97.11% - an increase compared to Q3.
- Monthly meeting undertaken with RGE to discuss previous months KPI performance and reports.

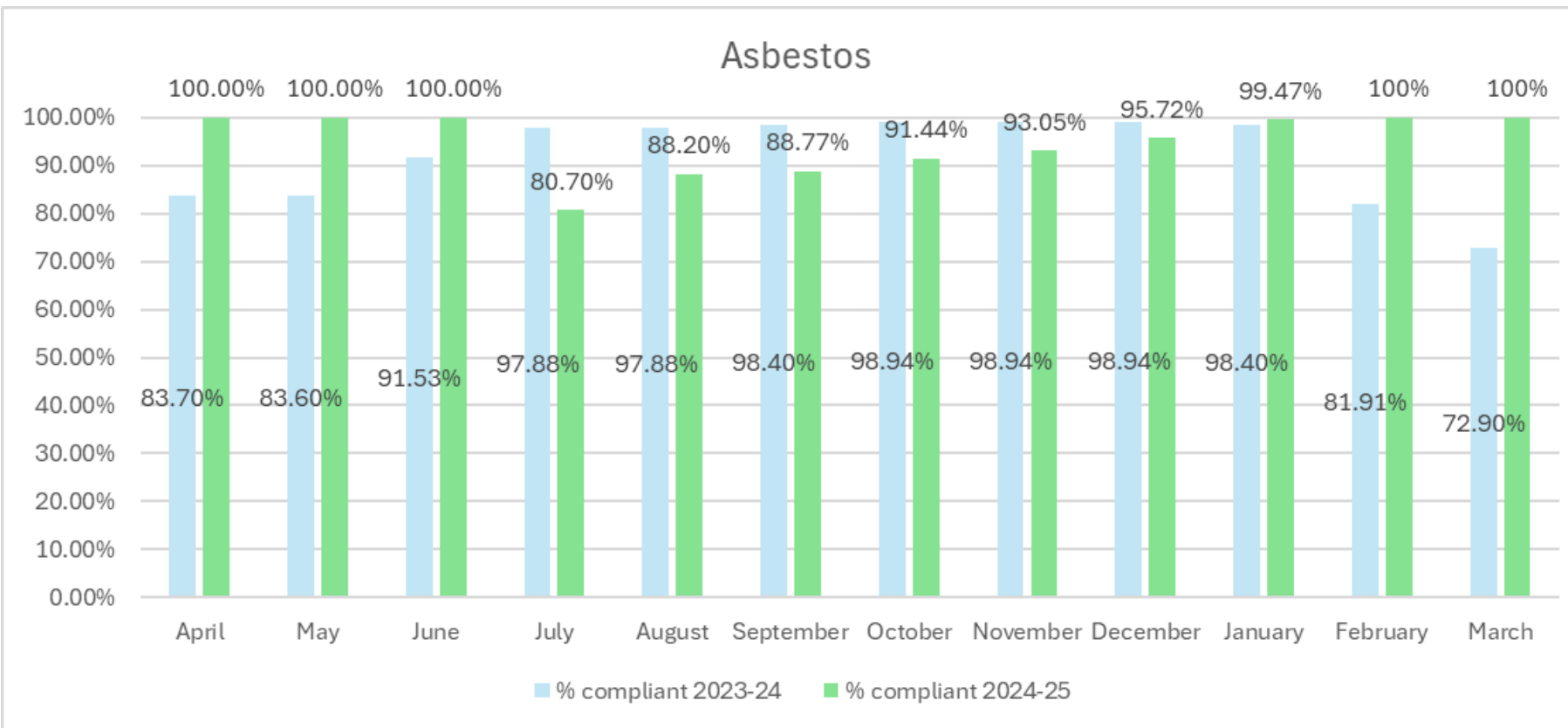
# Electric Communal 5 year



MONTH	COMPLIANCE	QTR AVG
Apr-24	100.00%	99.79%
May-24	99.49%	
Jun-24	99.87%	
Jul-24	99.49%	99.49%
Aug-24	99.49%	
Sep-24	99.49%	
Oct-24	100.00%	100.00%
Nov-24	100.00%	
Dec-24	100.00%	
Jan-25	100.00%	100.00%
Feb-25	100.00%	
Mar-25	100.00%	
AVERAGE	99.82%	

- Delivered by Mears until 31 August 2024. RGE Services took over the contract on 1 September 2024
- Communal areas consist of blocks of general needs flats and Homes for Independent Living (HFIL).
- Average Q4 compliance was 100% with an overall year end average of 99.82%
- Audited by external electrical consultant (Phoenix Compliancy Management LTD)
- Monthly meeting undertaken with RGE to discuss previous months KPI performance and reports.

# Asbestos – communal areas

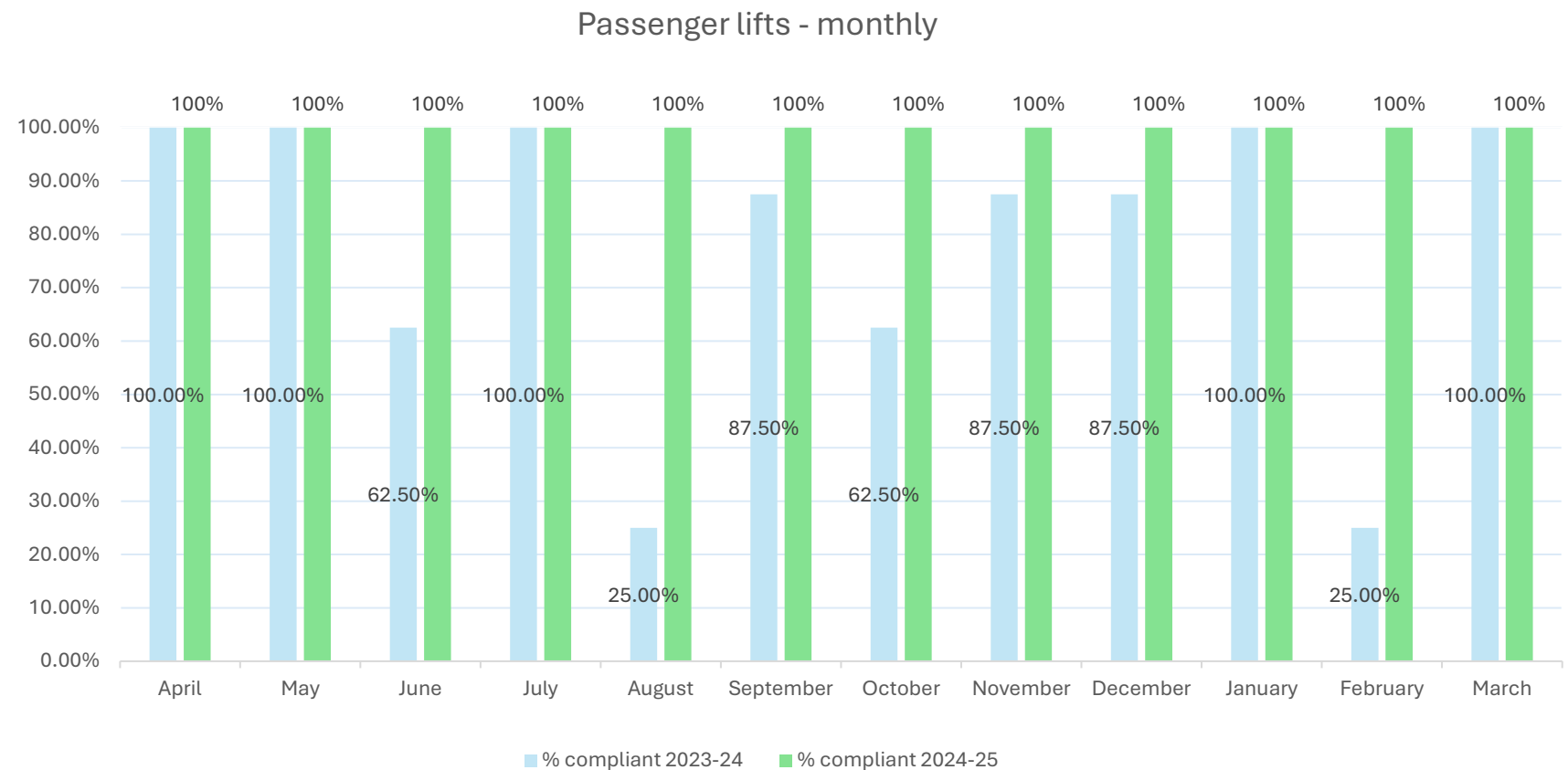


MONTH	COMPLIANCE	QTR AVG
Apr-24	100.00%	<b>100.00%</b>
May-24	100.00%	
Jun-24	100.00%	
Jul-24	80.70%	<b>85.89%</b>
Aug-24	88.20%	
Sep-24	88.77%	
Oct-24	91.44%	<b>93.40%</b>
Nov-24	93.05%	
Dec-24	95.72%	
Jan-25	99.47%	<b>99.82%</b>
Feb-25	100.00%	
Mar-25	100.00%	
<b>AVERAGE</b>	<b>94.78%</b>	

- The service undertakes re-inspection on existing/historic communal surveys.
- Good improvements made throughout the year and compared to previous year.
- Re-inspection frequency is risk based - asbestos type, location of asbestos and risk of disturbance and re-inspection frequency is then completed every 1-5 years depending on risk management matrix
- Average compliance figure for Q4 was 99.82%. An increase compared to Q3 with a year end average of 94.78%

# Passenger Lifts

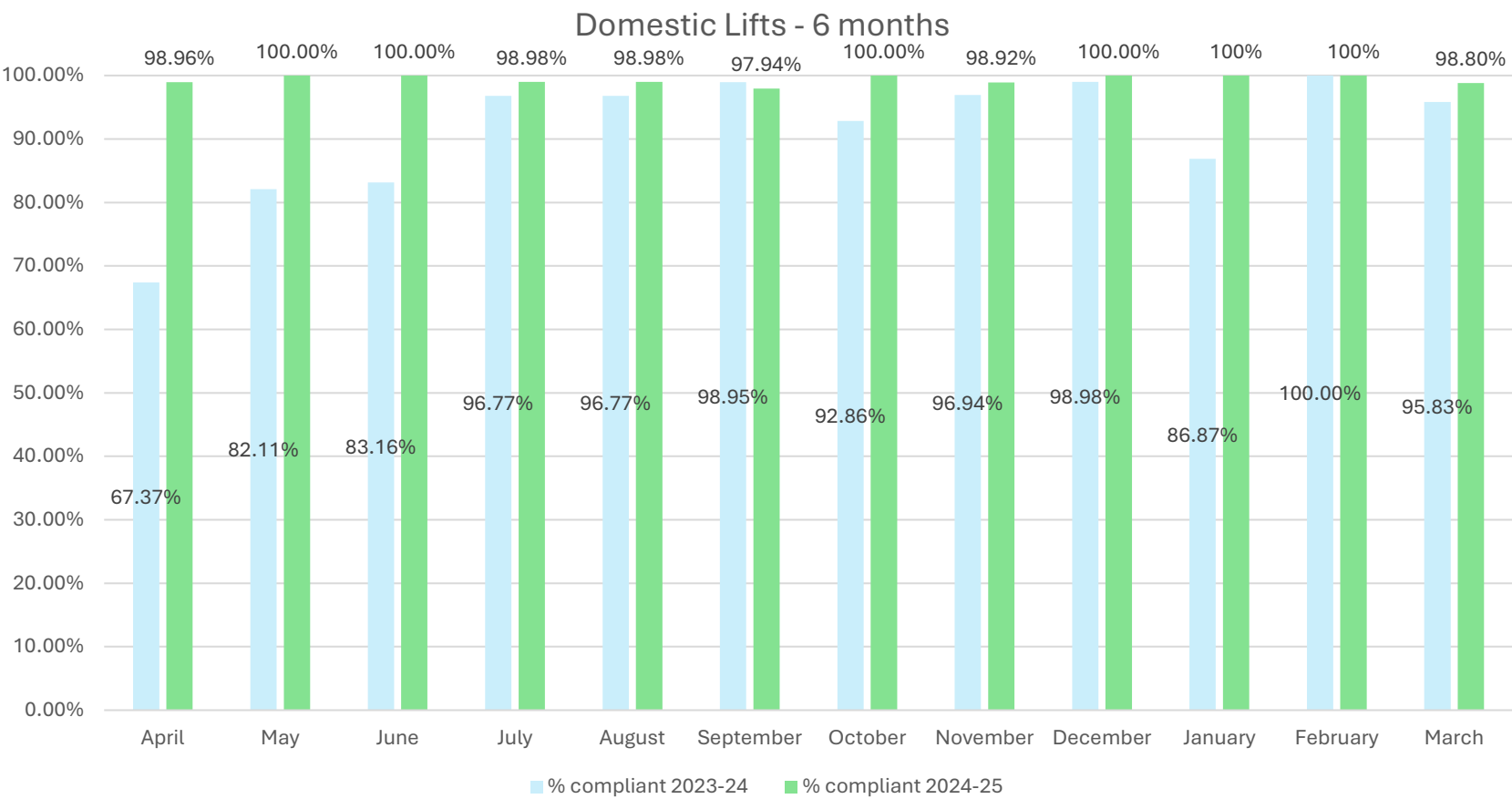
## (Lifting Operations & Lifting Equipment Regulations (LOLER))



MONTH	COMPLIANCE	QTR AVG
Apr-24	100.00%	<b>100.00%</b>
May-24	100.00%	
Jun-24	100.00%	
Jul-24	100.00%	<b>100.00%</b>
Aug-24	100.00%	
Sep-24	100.00%	
Oct-24	100.00%	<b>100.00%</b>
Nov-24	100.00%	
Dec-24	100.00%	
Jan-25	100.00%	<b>100.00%</b>
Feb-25	100.00%	
Mar-25	100.00%	
AVERAGE	100.00%	

- All passenger lifts (8) are situated in the HRA’s Homes for Independent Living (HFIL) schemes
- All lifts have 6 monthly surveys undertaken by Allianz as part of the corporate lift management arrangement
- Average compliance figure YTD is 100% and better performance than previous year.

# Domestic Lifts

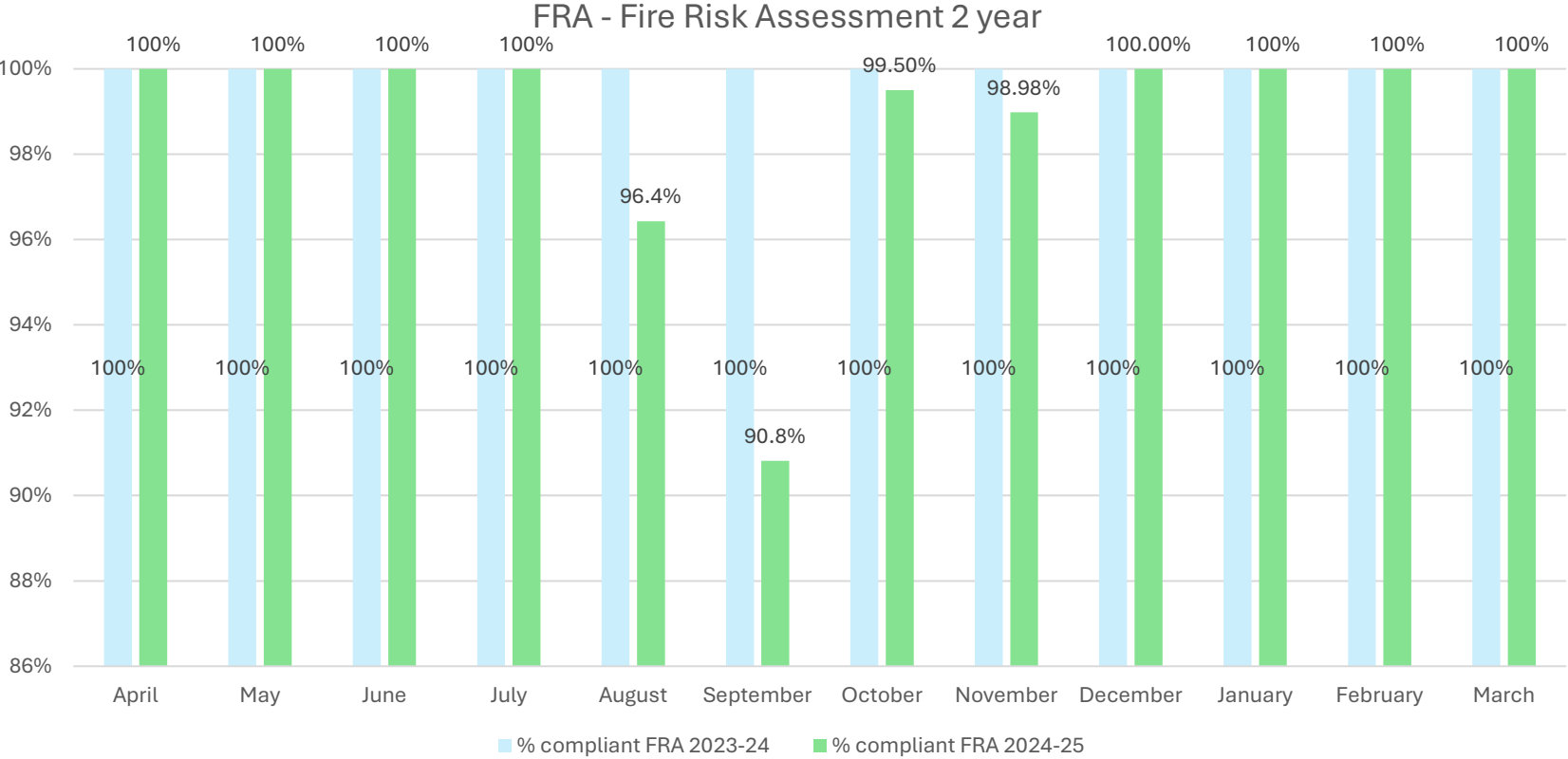


MONTH	COMPLIANCE	QTR AVG
Apr-24	98.96%	99.65%
May-24	100.00%	
Jun-24	100.00%	
Jul-24	98.98%	98.63%
Aug-24	98.98%	
Sep-24	97.94%	
Oct-24	100.00%	99.64%
Nov-24	98.92%	
Dec-24	100.00%	
Jan-25	100.00%	99.60%
Feb-25	100.00%	
Mar-25	98.80%	
AVERAGE	99.38%	

- The HRA have 90 domestic lifts (stair lifts and through floor lifts) are situated across general needs and HFIL schemes.
- All lifts have 6 monthly surveys undertaken by Allianz as part of the corporate lift management arrangement.
- Average compliance figure YTD is 99.38%.
- Better performance than previous year.

# Fire risk assessment (FRA)

## 2 yearly programme

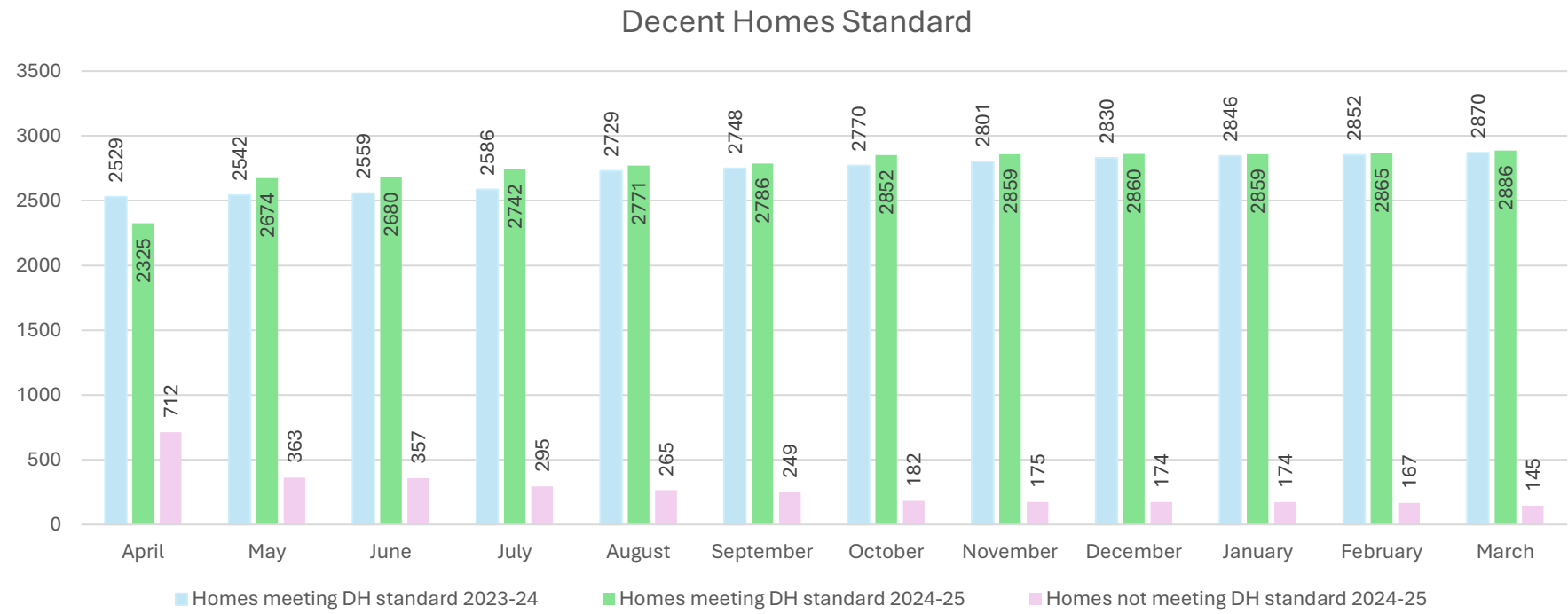


MONTH	COMPLIANCE	QTR AVG
Apr-24	100.00%	100.00%
May-24	100.00%	
Jun-24	100.00%	
Jul-24	100.00%	95.73%
Aug-24	96.40%	
Sep-24	90.80%	
Oct-24	99.50%	99.49%
Nov-24	98.98%	
Dec-24	100.00%	
Jan-25	100.00%	100.00%
Feb-25	100.00%	
Mar-25	100.00%	
AVERAGE	98.81%	

Points to note:

- Undertaken by STG Building Control via a Service Level Agreement (4-year term)
- BI-annual FRA’s completed to all communal areas with an annual re-inspection undertaken
- Average compliance figure YTD is 98.81% with 100% achieved at the end of Q4

# Decent Homes Standard Compliance



MONTH	COMPLIANCE	QTR AVG
Apr-24	76.56%	84.28%
May-24	88.05%	
Jun-24	88.24%	
Jul-24	90.29%	91.12%
Aug-24	91.27%	
Sep-24	91.80%	
Oct-24	94.00%	94.16%
Nov-24	94.23%	
Dec-24	94.26%	
Jan-25	94.26%	94.66%
Feb-25	94.49%	
Mar-25	95.22%	
AVERAGE	91.06%	

- Decent Homes Standard –
  - (a) it meets the current statutory minimum standard for housing
  - (b) it is in a reasonable state of repair
  - (c) it has reasonably modern facilities and services
  - (d) it provides a reasonable degree of thermal comfort.
- Compliance is expected to drop at the beginning of each financial year as new programmes commence, and others end.
- At the end of Q4, decent homes compliance figure was 95.22% with 145 properties showing as non-compliant. All properties on programme for works to be completed or properties to be surveyed.
- Properties fall out of compliance annually when key components (e.g. kitchens and bathrooms) reach the end of their REM life (remaining life)

# COMPLIANCE REMEDIALS

# Gas remedials

WIP Open Jobs		
<b>TOTAL</b>	<b>123</b>	23 Overdue, 1 has no heating or hot water and 1 has no hot water only
<i>Planned Installs</i>	72	Included as open on WIP report
<i>Re-Active Installs</i>	3	Boiler replacements identified due to uneconomical repairs.
<i>Commercial Repairs</i>	4	Repairs required to scheme boilers.
<i>Repairs</i>	44	7 Awaiting Parts, 17 Booked, 18 Awaiting response from Customer to book and 2 Referred to client for building works
<i>Without Heating</i>	21	
<i>Without Hot Water</i>	21	
<b>Boiler / System Down</b>	<b>22</b>	
Awaiting Parts	5	Parts ordered and awaiting delivery.
At Risk (Made Safe)	11	7 Meter Capped on forced entry, 2 Voids, 1 Service gas not used no credit, 1 ECV access not adequate and 3 Stating not using gas with meter capped on this list
Immediately Dangerous (Made Safe)	6	4 Burner Seal replacements required, 1 Flue Seals and 1 Gas Leak on Gas meter. Apts made for 2 of the 6.

Note – Gas remedials are as of 9/4/25

- All remedials are tracked via Sureserve Compliance Souths KTHS ICT system.
- Remedials are a combination of reactive breakdown repairs and works identified on gas servicing.
- WIP is reviewed and discussed with SCS during monthly contract meetings as well as at quarterly strategic meetings.
- SCS with HRA officers regarding no access – no access procedure is in place and being followed.
- PCM audit SCS's works and compliance.
- Forced entries are being booked where applicable.
- ID's and AR jobs are prioritised.

# Gas remedials

Note – Gas remedials are as of 9/4/25

<u>UPRN</u>	<u>Address 2</u>	<u>Post Code</u>	<u>Status Heating</u>	<u>Status Hot Water</u>	<u>Status Changed</u>	<u>Notes</u>	<u>GIUSP</u>
UPRN:070400010	Snow House St Albans Close	ME7 1TU	NO	NO	10/03/2025	AR - Service Meter left capped, boiler not used?	AR
UPRN:013400024	Charing Road	ME8 6LW	NO	NO	13/03/2025	AR - Forced Entry - Boiler capped, access issues within property	AR
UPRN:083900002	Windmill Manor Windmill Road	ME7 5NU	NO	NO	13/03/2025	AR - Forced Entry - Meter left capped, boiler not used?	AR
UPRN:035500159	Hazlemere Drive	ME7 2TG	NO	NO	14/03/2025	AR - Forced Entry Capped meter as no gas credit available	AR
UPRN:058400063	Parr Avenue	ME7 1UH	NO	NO	18/03/2025	ID - Gas leak on meter reported to SGN ref 55019114	ID
UPRN:045300029	Leeds Square	ME8 6LH	NO	NO	18/03/2025	ID - Flue Seals required	ID
UPRN:035500129	Hazlemere Drive	ME7 2TG	YES	YES	20/03/2025	AR - ECV not accessible on LGSR visit, awaiting confirmation access arranged	AR
UPRN:040700064	James Street	ME7 1DJ	NO	NO	21/03/2025	AR - Forced Entry Meter left capped	AR
UPRN:070400072	Cheffyns House St Albans Close	ME7 1TX	NO	NO	21/03/2025	AR - Forced Entry Meter left capped	AR
UPRN:081100109	Walsingham Close	ME8 9SN	NO	NO	24/03/2025	Void, awaiting install	AR
UPRN:022400010	Welcombe Court	ME8 0BP	NO	NO	27/03/2025	ID - Boiler Seals and electrodes required	ID
UPRN:079300032	Twydall Green	ME8 6JZ	NO	NO	02/04/2025	Boiler fault numerous parts	Parts
UPRN:076700039	The Mailyns	ME8 0DZ	NO	NO	04/04/2025	Parts Required but no response from resident	Parts
UPRN:001700018	Padstow Manor Arden Street	ME7 1HT	NO	NO	05/04/2025	Pump Required	Parts
UPRN:043300071	Knight Avenue	ME7 1UE	NO	NO	05/04/2025	ID - Boiler seals and electrodes required	ID
UPRN:046800044	Littlebourne Avenue	ME8 6QD	NO	NO	08/04/2025	New Install	Parts
UPRN:081100050	Walsingham Close	ME8 9SJ	NO	NO	08/04/2025	AR - Void property install required	AR
UPRN:082500010	Westerham Close	ME8 6LP	NO	NO	09/04/2025	AR - Service Meter left capped, boiler not used?	AR
UPRN:058400006	Parr Avenue	ME7 1UL	NO	NO	09/04/2025	ID - Burner Seals required from service visit	ID
UPRN:075400136	Taswell Road	ME8 8HP	NO	NO	09/04/2025	ID - Burner Seals required from service visit	ID
UPRN:027600036	Forge Lane	ME7 1UG	NO	NO	09/04/2025	Parts Required but no response from resident	Parts
UPRN:051900024	Mccudden Row	ME7 5RN	NO	NO	09/04/2025	AR - Forced Entry Meter left capped	AR

# Electrical remedials

UPRN	OPEN REMEDIAL	CATEGORY	DESCRIPTION	APPOINTMENT TO COMPLETE
75400116	2	C2	INVESTIGATE OPEN R2 ON SOCKET OUTLETS	08/04/2025
75400116	2	C3	AICO GATEWAY AND UPGRADE SMOKE ALARMS	08/04/2025
70400088	2	C2	BATHROOM LIGHT NOT IP RATED	H&S RISK MEDWAY TO ADVISE
70400088	2	C3	AICO GATEWAY TO BE INSTALLED, SMOKES ARE OUT OF DATE TO BE REPLACED	H&S RISK MEDWAY TO ADVISE
27600034	1	C2	OPEN CIRCUIT L-L ON CIRCUIT 7 DOWNSTAIRS SOCKETS	02/04/2025
9900059	1	C3	INSTALL HEAT ALARM - SHADOW VAC REQUIRED	02/04/2025
018500022	1	C3	RETEST ZE ON CIRCUITS DUE TO IRREGULAR READINGS	07/04/2025
058400075	2	C2	REPLACE BATHROOM LIGHT	07/04/2025
058400075	2	C2	REPLACE DOWNSTAIRS LIGHTING RCBO	07/04/2025

PROPERTIES WITH OPEN REMEDIALS	6
TOTAL NUMBER OF REMEDIALS	9
TOTAL NUMBER OF C1	0
TOTAL NUMBER OF C2	5
TOTAL NUMBER OF C3	4

Note – electrical remedials are as of 03 April 2025 and cover all electrical work streams

- Electrical remedials are low due to most remedial items being completed by RGE during the test itself
- Appointments made for return visit if works cannot be fully completed at the time test is undertaken
- Remedials and return appointments are all in target date
- No risk identified with open remedials. All works going through the no access and scheduling process.

# Fire risk assessment (FRA) - remedials

STATUS	OPEN	% of Total	OVERDUE	% OVERDUE
CHALLENGE	31	5.29%	17	54.84%
NEEDS CALRIFICATION	3	0.51%	2	66.67%
ON GOING - TENANTS	21	3.58%	7	33.33%
ON PROGRAMME - REPAIRS WORKS	167	28.50%	105	62.87%
ON PROGRAMME - COMPARTMENTATION	133	22.70%	127	95.49%
ON PROGRAMME - DOORS	187	31.91%	125	66.84%
ON PROGRAMME - MOE	30	5.12%	0	0.00%
ON PROGRAMME - WINDOWS	2	0.34%	0	0.00%
ON PROGRAMME - SIGNAGE	10	1.71%	5	50.00%
ON PROGRAMME - BIN CHUTES	2	0.34%	2	100.00%
Grand Total	586	100.00%	390	66.55%

Note: Figures are as of 08/04/25

- Replacement door programme has been instructed to Bell group. Some doors have been completed circa 40 and some inc St Albans door replacement programme (circa 75) are going through the process. Bell Group have now attained the required accreditation and have been surveying doors. Many doors are in the process of being manufactured.
- The service have been liaising with KFRS on the compartmentation/early warning project. Pilot has been undertaken and successfully installed. This system will now be rolled out across the rest of the stock.
- The service is liaising with STG on the items sitting in the 'challenge' and 'need clarification' categories.
- Many actions have been completed/closed since the end of Q3.
- STG provide a quarterly FRA progress report to the HRA

# Fire risk assessment (FRA) - remedials

TOTAL SUMMARY - 8/4/25	
Total open action	586
Actions not overdue	196
Actions of which are overdue	390
Actions Cat A or High Risk	0
Actions that are Cat B	109
Actions Cat C or moderate risk	256
Actions that are Cat D	25

- Bell and Mears have both also been instructed ad-hoc repairs/remedials and these are going through the respective processes. Mears and Bell Group are actively completing remedials
- Risk around FRA remedials is low due to the historic remedial works, early warning systems, doors and means of escape being completed.
- FRA Remedials progress is reviewed weekly by HRA Compliance Project Manager

## Remedial actions identified from the latest **FRA Reviews**.

Open actions - 444  
 Of which are Overdue - 258  
 Actions not overdue - 186

Of 258 overdue actions there are

Cat A (Immediate) - 0  
 Cat B (0-6 months) - 109  
 Cat C (6-12 months) - 124  
 Cat D (NO timescale) - 25

	OVERDUE BY 0-6 MONTHS	OVERDUE BY 6-12 MONTHS	OVERDUE BY MORE THAN 12 MONTHS
CAT A	0	0	0
CAT B	38	29	42
CAT C	43	81	0
CAT D	25	0	0

## Remedial actions identified from the latest **FRA (Not review)**.

Open actions - 142  
 Of which are Overdue - 132  
 Actions not overdue - 10

Of 132 overdue actions there are

Moderate risk - 132  
 High risk - 0

	OVERDUE BY 0-6 MONTHS	OVERDUE BY 6-12 MONTHS	OVERDUE BY MORE THAN 12 MONTHS
Moderate Risk	111	21	0
High Risk	0	0	0

# Water remedials

Site	Source	Date	Risk Priority	Location	Issue	Recommendation	Completion Date
Rainbow Room	K10946-50	Dec-24	High	Rainbow Room, Ground Floor, Kitchen	No evidence to support that expansion vessels are flushed to remove stagnant water and possible debris.	Add expansion vessel to contract on a 6 monthly basis	Ongoing - Added onto Contract - NO FURTHER ACTION REQUIRED
Mountevans House	K10754-07	Jan-25	High	Plantroom	Deadleg pipework identified.	Remove dead leg and pipework back to the main run	27/01/2025
Esmonde House & Flaxmans Court	N/A	Feb-25	High	Various Locations	Dosing rig has now been switched off	Sampling following dosing rig being turned off - 6 Months of sampling to be undertaken	Ongoing - NO FURTHER ACTION REQUIRED
Esmonde House	K10946-03	Mar-25	High	Second Floor, Flat 26 Kitchen	Analysis Results from K10946-03	We would recommend that the tap is clean and disinfect and a post flush and sample conducted	03/04/2025
Esmonde House	K11876-04	Apr-25	High	Flat 35 Kitchen – Hot	Analysis Results from K11876-04	We would recommend that the tap is clean and disinfect and a post flush and sample conducted	03/04/2025

Note – water remedials are as of 4/4/2025

- Works undertake are those identified on the L8 Risk Assessments.
- Works completed by Envirocure.
- All actions identified completed within the target timescale
- No current open water remedial actions
- Other recommendations identified by Envirocure are discussed with HRA Compliance Project Manager and actioned accordingly

# Lifts remedials

Note – lift remedials are as of 11/4/2025

TOTAL OPEN JOBS	30
TOTAL OVERDUE JOBS	1
TOTAL JOBS IN DATE	29

Site	Lift Ref	Status	AL Ref	Customer WO No.	Report Date	Target Completion Date	Days in date or overdue	Items
NEWHAM CLOSE, 1 MEDWAY NORSE , KENT, ME8 6SW	Stairlift	WIP	IR01737	NONE GIVEN	21/08/2024	24/03/2025	-18.00	<b>Other Defects:</b> 1. Rack and pinion dry, to be lubricated. Tried to try and gain access in March 23, we cold called whilst in the area and waited a few weeks in case customer replied, which they didn't.

## PASSENGER LIFTS

- Scheme Passenger lifts X 8no. Each lift has a monthly service inspection and six-monthly LOLER Inspection.
- No outstanding remedial works as of 11/5/25.
- All Passenger lifts have maintained 100% compliance during Q3.

## DOMESTIC LIFTS

- There were 64 open remedial actions as of 11/04/25.
- All remedial actions are in the process of being completed by Amalgamated/Mountfield.
- Officers are meeting regularly with Amalgamated after moving away from Norse to discuss remedials progress.

# Asbestos remedials

Date Received	Job No	UPRN	Site Address 1	Post code	Current Status	Scheduled Date	Removal Details
19/03/2025	RHW012644	35500193	Hazlemere Drive	ME7 2TG	Ongoing, Client Specified Date	24/03/2025	Council- Shadow Vac- Screw Bases Hall, K
19/03/2025	RHW012652	33500011	Haig Avenue	ME1 2RZ	Ongoing, Booked in	24/03/2025	Council- Removal of Kitchen Vinyl 12m2
20/03/2025	RHW012674	35500120	Hazlemere Drive	ME7 2TQ	Ongoing, Booked in	24/03/2025	Council- Removal of Kitchen Vinyl 16m2 F
19/03/2025	RHW012643	50200023	Manor Street	ME7 5AW	Ongoing, Client Specified Date	25/03/2025	Council- Shadow Vac- Screw Bases - Hall,
21/03/2025	RHW012688	18 – 015500018 20 - 015500020	ChilHAM Road	ME8 6BT	Ongoing, Booked in	25/03/2025	Council- Removal of Soffits at the front
12/02/2025	RHW012073	69500036	Tintagel Manor	ME7 1LH	Ongoing, Client Specified Date	26/03/2025	Council- Shadow Vac Bathroom (1x Pull Co
19/03/2025	RHW012647	21300025	Davenport Avenue	ME7 1UN	Ongoing, Client Specified Date	26/03/2025	Council- Shadow Vac- Screw Bases- Hall,
20/03/2025	RHW012675	35500120	Hazlemere Drive	ME7 2TQ	Ongoing, Client Specified Date	26/03/2025	Council- Shadow Vac- Kitchen
12/02/2025	RHW012070	81100025	Walsingham Close	ME8 9SJ	Ongoing, Client Specified Date	27/03/2025	Council- Shadow Vac- Screw Bases- Hall,
19/03/2025	RHW012641	75400079	Taswell Road	ME8 8HL	Ongoing, Client Specified Date	28/03/2025	Council- Shadow Vac - Screw bases in Hal
26/02/2025	RHW012298	38300077	Hollingbourne Road	ME8 6SN	Ongoing, Client Specified Date	31/03/2025	Council- Shadow Vac - screw bases Hall,
20/03/2025	RHW012677	48000013	Longford Close	ME8 8EW	Ongoing, Client Specified Date	31/03/2025	Council- Shadow Vac- Kitchen Light INsta
12/03/2025	RHW012548	4200065	Beatty Avenue	ME7 2DA	Ongoing, Client Specified Date	02/04/2025	Council- Shadow Vac for bathroom extract
19/03/2025	RHW012650	9900059	Brown Street	ME8 7JN	Ongoing, Client Specified Date	02/04/2025	Council- Shadow Vac- Screw Bases- Hall,
19/03/2025	RHW012651	4200041	Beatty Avenue	ME7 2BZ	Ongoing, Client Specified Date	02/04/2025	Council- Shadow Vac- Screw Bases- Hall,
20/03/2025	RHW012676	70400035	St Albans Close	ME7 1TU	Ongoing, Client Specified Date	03/04/2025	Council- Shadow Vac- Kitchen and Bathroo
26/02/2025	RHW012300	70400024	St Albans Close	ME7 1TU	Ongoing, Client Specified Date	07/04/2025	Council- Shadow Vac- Screw Bases- Hall,
12/03/2025	RHW012533	67700011	Selstead Close	ME8 6UE	Ongoing, Client Specified Date	07/04/2025	Council- Shadow Vac
06/03/2025	RHW012451	37100050	Esmonde House	ME7 5AN	Ongoing, Client Specified Date	11/04/2025	Council- Lounge Ceiling artex repair 1.5
19/03/2025	RHW012646	43300027	Knight Avenue	ME7 1UE	Ongoing, Client Specified Date	28/04/2025	Council- Shadow Vac for repair to crack
19/03/2025	RHW012653	75200024	Tangmere Close	ME7 2TN	Ongoing, Client Specified Date	30/04/2025	Council- Shadow Vac- Kitchen Ceiling Re

Note – asbestos remedials are as of 24 March 2025

- There were 21 open jobs as of 24/3/25, all of which had appointments scheduled.
- A Lot of the work has been planned and scheduled to take place in conjunction with Mears and RGE's planned appointments
- All open works are non-licensable and low risk

# PLANNED WORKS PERFORMANCE

# Traditional Planned Works

Workstream	Number instructed Q4	Number completed at end of Q4	Deferred	Cancelled	Number to complete	% Complete
<b>Mears</b>						
Kitchens	155	30	33	3	89	19.35%
Bathrooms	187	29	17	7	134	15.50%
Front Entrance Door	36	20	1	3	12	55.55%
Rear Door / Patio Door	44	25	0	7	12	56.81%
Windows Houses	42	33	1	3	5	78.57%
Windows Blocks	9	1	0	0	8	11.11%
Side Door	7	2	0	2	3	28.57%
Main Entrance Doors	13	0	0	0	13	0.00%
Flat roofs	11	2	0	0	9	18.18%
Pitched Roofing Houses	73	0	0	2	71	0.00%
Pitched Roofing Blocks	4	0	0	0	4	0.00%
<b>RGE Services</b>						
Smoke Alarms	119	37	0	5	77	31.09%
CO detectors	356	31	0	45	280	8.70%
Rewire	6	6	0	0	0	100.00%
Gateways	922	225	0	35	662	24.40%
PIR Domestic	784	277	0	49	458	35.33%
PIR Communal	6	4	0	0	2	66.66%
<b>Swale Heating</b>						
Boilers	487	131	17	6	333	26.90%
<b>Total</b>	<b>3261</b>	<b>853</b>	<b>69</b>	<b>167</b>	<b>2172</b>	
<b>Total %</b>		<b>26.16%</b>	<b>2.12%</b>	<b>5.12%</b>	<b>66.61%</b>	

**NOTE - Programme is 18-months from 01/09/2024 - 31/03/2026**

- Mears continue to perform well with the windows and doors programme. Blocks to commence in 25/26.
- New main entrance doors at 8 Blocks at Wollaston Close, works commenced towards the end of March.
- Sureserve are performing well on the boiler installation programme and will be increasing the installations from April 25.
- Pitched roofing pilot installation commenced to 2 properties towards the end of March, due to complete first week of April 25. The remaining programme expected to commence towards end of Q1 25/26.
- Officers are meeting with Mears to discuss kitchen and bathroom progress. Mears are currently advertising for positions for kitchen and bathroom fitters.
- A review of communal main entrance doors has concluded, and a programme of replacements will be prepared and to start from April 2025.

# Major Planned Works – St Albans Close Refurb

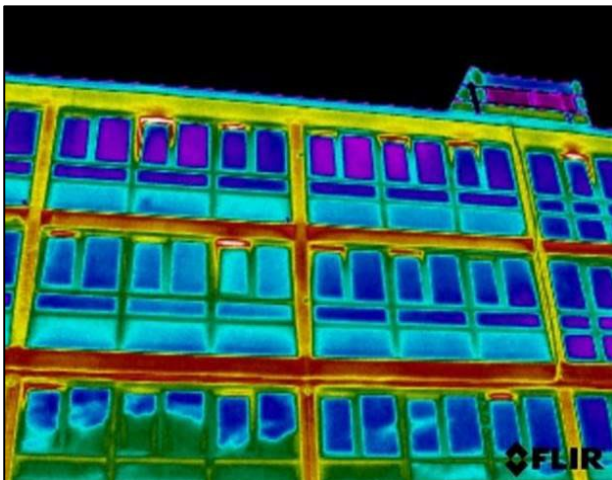


The HRA has commenced its largest ever refurbishment project at St Albans Close, Gillingham. St Albans is one of the HRA's largest neighborhoods, consisting of around 80 units + some leasehold and private properties.

The neighborhood needs some significant capital replacement works, with the windows and paneling, balcony flooring, handrails, and front doors all in need of replacement. The service will also look to undertake any passive fire stopping works as well as completing some other estate improvement works such as decorating communal areas and replacing existing perished fencing with a more sustainable alternative. The service has obtained a budget of £2.5m as part of the 3-year budget that was requested and approved last year.

The service will be utilising the new repairs contract with Mears to undertake these last scale works which will not only improve the aesthetics of the blocks but improve the energy efficiency of the flats as well. Initial IRT (Infrared Thermal Imaging) scans have been completed to show the current heat loss and cold spotting areas. IRT scanning will be completed upon completion to show the benefits of completing these major works.

Officers have had a pre-app with colleagues in planning and are in the process of working with our architect (HMY) to put together a specification and design prior to submitting planning permission. Officers will be holding an engagement event with residents to discuss the project in more detail, explain how the project will run and when it is likely to take place.



# KNOWING OUR STOCK

(ASSET MANAGEMENT)

# Stock Surveys

SURVEYS COMPLETED															
Survey Type	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Total	Target	% Complete
Decency Survey - <i>Number of Properties</i>	61	53	39	38	47	27	5	11	4	17	9	15	326	350	93%
HHSRS - <i>Number of Properties</i>	71	77	56	81	110	64	89	93	49	85	253	226	1254	1100	114%
EPC	36	39	12	21	33	4		9					154	350	44%
Stock Condition Survey	10	25	24	51	70	59	81	83	51	73	256	215	998	1300	77%
Total:	178	194	131	191	260	154	175	196	104	175	518	456	2732		

- The service missed its target by around 300 properties due to delays with FFT starting due to DPIA taking a long time to complete.
- The service completed 544 stock condition surveys in Q4 at an average of 181 per month.
- EPC surveys will commence again from 1st April now that the HRA's Retrofit Coordinator has the correct competencies and accreditations.

## Key actions implemented

- Framework appointment for additional contract resources – 500 surveys to be completed between January – March 2025. FFT completed around 380 and will continue to work with Medway up until June 25 to complete the remaining 150-200 surveys.
- STG have also been assisting with stock condition surveys, completing around 75 up until 31st March 2025.

SCS - Domestic Properties		Current Position	
Description		Number	% of Stock
Properties with a SCS completed		3065	99.64%
Properties with cloned data		11	0.36%
Valid SCS within last 5 years		1226	39.86%
Properties without Valid SCS but had a Decency Survey in last 5 years		1098	35.70%
Properties without Valid SCS and no Decency Survey but has been void in last 5 years		364	11.83%
Sub Total: Properties Visited in last 5 Years		2688	87.39%
On Programme to have full SCS in 2024/25		771	25.07%
On Programme to have decency survey done in 2024/25		58	1.89%
Properties to be surveyed as part of SHDF Works		0	0.00%
Sub Total: Properties to be Visited in 2024/25		829	26.95%
Total Stock		3076	

# Energy

EPC Rating	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25
A	0	0	0	0	0	0	0	0	0	0	0	0
B	136	135	134	134	134	134	134	134	136	148	148	148
C	2121	2133	2140	2140	2146	2146	2146	2147	2162	2164	2162	2162
D	736	731	732	732	733	733	732	731	726	728	728	729
E	25	26	26	26	23	23	23	23	12	12	12	12
F	2	2	2	2	2	2	2	2	2	2	2	2
G	1	1	1	1	1	1	1	1	1	1	1	1
Total EPC	3021	3028	3035	3035	3039	3039	3038	3038	3039	3055	3053	3054
Valid EPC	2877	2910	2915	2919	2951	2951	2947	2955	2964	2945	2943	2927
Non Valid EPC	144	118	120	116	88	88	91	83	75	110	110	127
No EPC	33	29	23	23	19	19	19	19	19	19	19	19
Properties	3054	3057	3058	3058	3058	3058	3057	3057	3058	3074	3072	3073

- The average SAP score is 71.34 which is EPC
- 99.38% of Medway stock has an EPC
- 95.25% of Medway stock has a valid EPC within 10 years
- 88 Cavity Wall properties have had works completed under Social Housing Decarbonation Fund
- Further 20 Solid Wall properties to have works done under SHDF

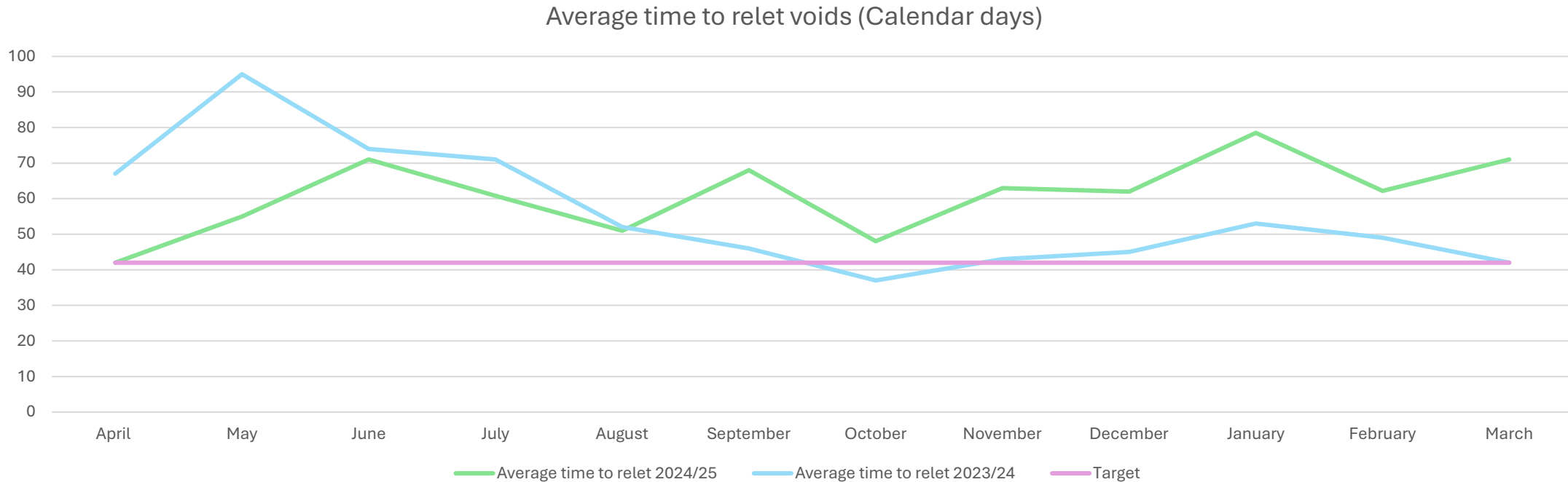
## Key actions implemented:

- Inhouse Retrofit Coordinator appointed with EPC Assessor qualification to conduct EPC surveys to remaining properties. No longer outsourcing EPC Surveys which will drive savings.
- Engaged with WarmFront to conduct insulation works for up to 700 properties with failing Cavity Wall Insulation at no cost to Medway as part of ECO4 and/or GBIS funding.

Latest Stats			
EPC Rating	Number	% - Total Stock	% - Properties with EPC
A	0	0.00%	0.00%
B	148	4.82%	4.85%
C	2162	70.35%	70.79%
D	729	23.72%	23.87%
E	12	0.39%	0.39%
F	2	0.07%	0.07%
G	1	0.03%	0.03%
Total EPC	3054	99.38%	100.00%
Valid EPC	2927	95.25%	
Non Valid EPC	127	4.13%	
No EPC	19	0.62%	
Properties	3073		

VOIDS

# Void Turnaround



- Despite positively trending at the beginning of Q4, the average re-let time increased towards the end of the quarter due to an abnormal number of voids received in March.
- The new contract started in September and the onboarding/change in specification and personal resulted in the re-let time increasing.
- Mears have changed their void supervision structure, with additional DLO void resource now recruited.
- Weekly meetings are held with Mears to discuss void performance and explore opportunities to reduce turnaround times. Voids are also discussed with Mears Managing Director regularly, at quarterly strategic core group meetings.
- This is in keeping with the national average as detailed in the Housemark monthly pulse report.

# Voids

- Weekly meetings are held with Mears to discuss void performance and explore opportunities to reduce turnaround times. Voids are also discussed with Mears Managing Director regularly, at quarterly strategic core group meetings.
- This is in keeping with the national average as detailed in the Housemark monthly pulse report.
- Currently averaging 17 voids a month (51 per quarter)
- Weekly void rent loss now being calculated and requested back from Mears as stipulated in the new contract – circa £3,500 claimed for Q3 and circa £1600 for Q4
- The new repairs contract includes voids, and there is now financial consequence for delays in turnaround times with Mears being responsible for void rent loss on voids that fall out of target.
  - Void numbers Q1 – 52
  - Void numbers Q2 – 47
  - Void numbers Q3 – 62
  - Void numbers Q4 - 42

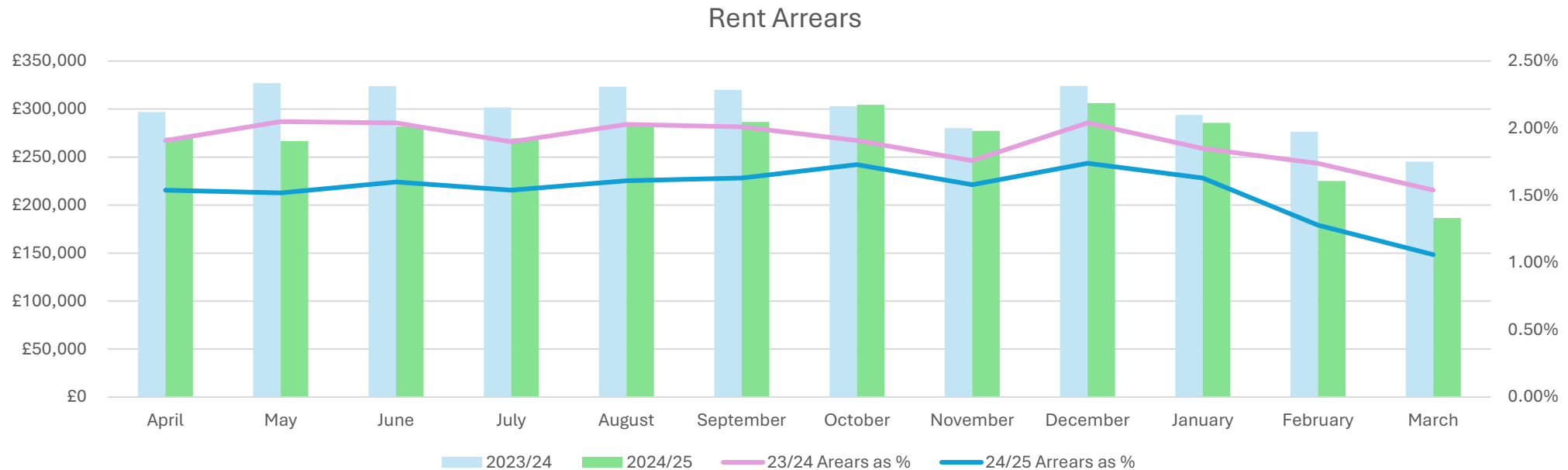
2024/25	VOIDS	DIFF TO AVG	% DIFF
Apr-24	14	-3	-17%
May-24	19	2	12%
Jun-24	19	2	12%
Jul-24	19	2	12%
Aug-24	12	-5	-29%
Sep-24	16	-1	-5%
Oct-24	28	11	66%
Nov-24	26	9	54%
Dec-24	8	-9	-53%
Jan-25	12	-5	-29%
Feb-25	9	-8	-47%
Mar-25	21	4	24%
Grand Total	203	17	

## Potential void rent loss reimbursement from Mears

Period	Voids applicable to rent loss	Rent loss to claim per month
2024	9	£3,629.95
Nov	4	£1,584.89
Dec	5	£2,045.05
2025	13	£1,623.44
Jan	3	£674.28
Feb	3	£385.09
Mar	7	£564.07
Grand Total	22	£5,253.39

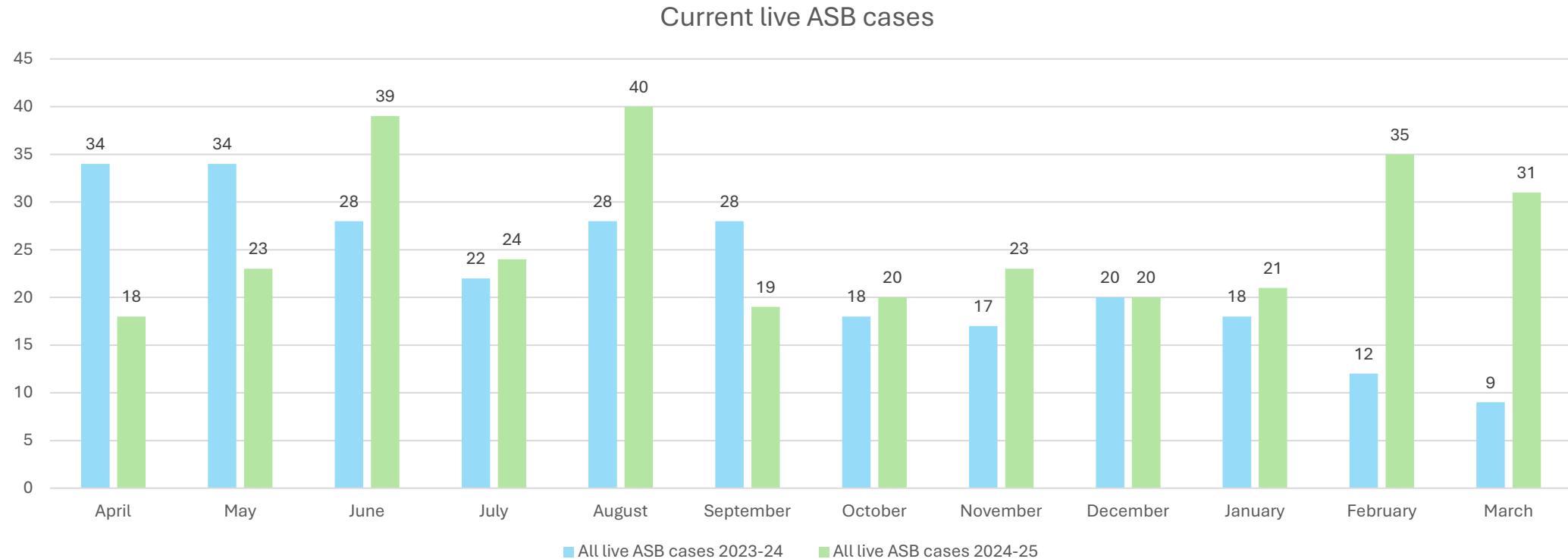
TENANT SERVICES TEAM

# Rent Arrears



- Current arrears levels at end of Q4 are at 1.06% compared 1.54% at the same point last year, although 2024/25 did include a rent free week due to the 53 week year.
- An Increasing number of HRA tenants are being migrated from HB to UC which may result in an increase going forward, though we are working with the revenues and benefits team to minimise the impact.
- UC claims at the end of Q4 – 1424 (approx. 46.6% of HRA tenancies)
- Tenancy sustainment supported the financial generation of £21,028.75 for tenants during QTR4 (£10,548.75 paid directly into rent accounts). This includes payments for PIP/UC appeals, DHPs and underpaid benefits.
- Cumulatively the team maximised income totalling £137,860.27 throughout the reporting year, with £62,373,80 being paid directly into rent accounts.
- Tenancy sustainment also supported tenants with Household Support Grant of £8,475.00 during Q4. Cumulative figure for the reporting year is £62,291.

# Anti-Social Behaviour (ASB)

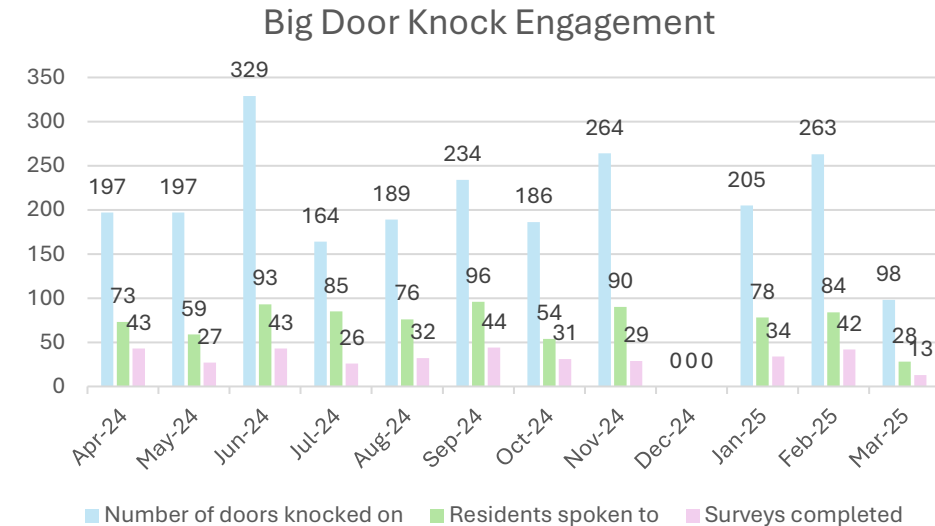


- 24 new ASB cases have been opened during Q4 – primary reason for ASB – Noise Nuisance (58%) with secondary reasons for ASB – Misuse of Communal Areas (29%)
- 13 cases have been closed during Q4
- There have been 3 hate crimes in Q1, 1 case in Q2, 1 case in Q3 and 1 case in Q4.
- 3 case closure surveys have been completed following the closure of cases.
- ASB action plans and risk assessments completed for all live cases. Compliance is audited monthly by data and insight managers.
- ASB improvement plan in progress. Legal surgeries are now embedded and bitesize training sessions on key topics delivered by legal services. Mediation training for staff will be delivered in June 25 and our new ASB case management solution should be implemented by July.

# Resident Engagement

## Highlights from Q4:

- Leaseholder Forum – 2<sup>nd</sup> virtual forum held in February focusing on grounds maintenance and cleaning. 6 leaseholders signed up, with 2 logged in on the day. Further work being done to understand why and to try to increase reach. Consider such events later in the day/evening for those that are working.
- Great British Spring Clean – 3 events took place with one postponed. (Events in Twydall, Rainham and Brompton) 39 bags of litter collected with support from Norse and Mears as well as members of Brompton PACT and the local primary school.
- Community event at James Street – Consultation regarding ASB and also the area that previously contained play equipment. Approximately 60 people in attendance.
- Chair exercise classes for HFIL – these continue fortnightly at the 3 HFIL schemes.
- Tenants Panel – reviewed the draft Engagement Strategy.



## Big Door Knocks initiative: Q4 2025

- 3 Events
- 566 doors knocked
- 190 tenants spoken to
- 89 surveys completed
- Information collected – preferred methods of contact, community improvement ideas, household vulnerability, how to make a complaint, outstanding repairs and whether damp and mould is present.

**KNOWING OUR RESIDENTS**

# Knowing our residents

## Highlights from Q4:

Over the past year, the team have been working on knowing our residents better, by collecting and making better use of data.

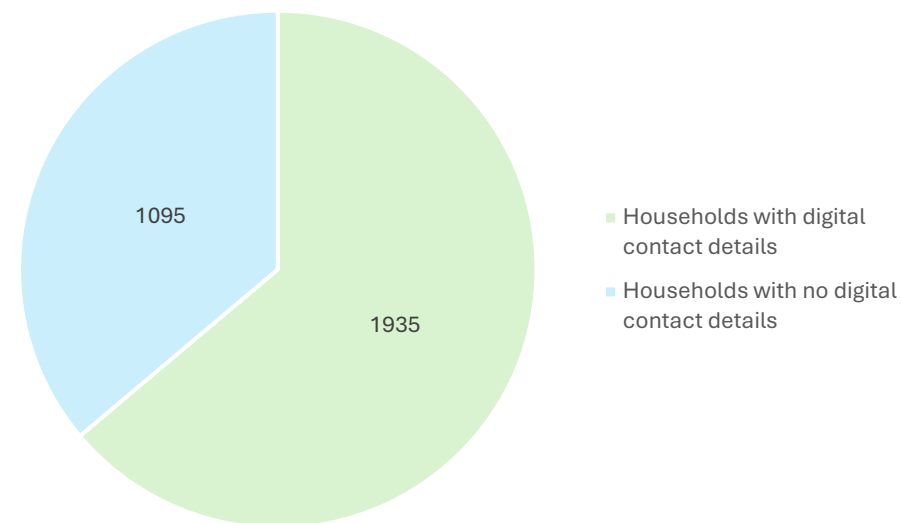
This allows us to deliver services in ways that suits our customers and ensures that resources are targeted.

Data has been collated through:

- The Big Door Knocks
- TSM survey
- Re-establishing tenancy audits

During Q4 54 tenancy audits were carried out of the 77 that were identified as a high priority.

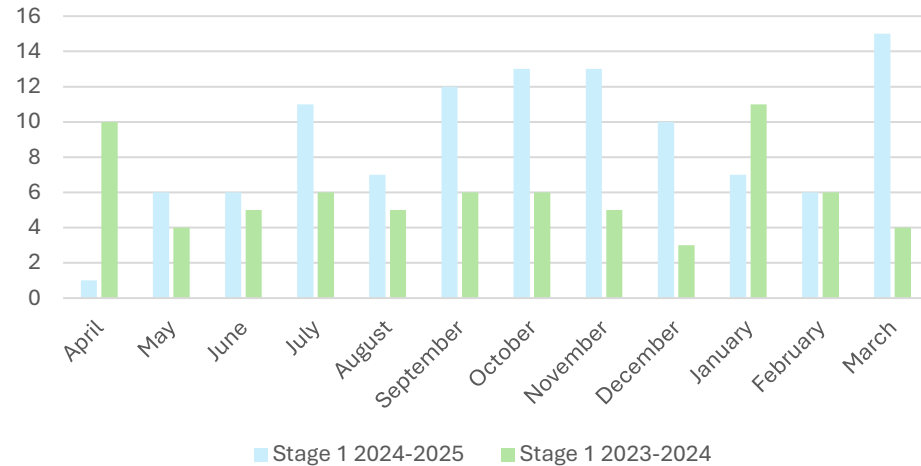
Person Attributes				
Category	Jan-25	Feb-25	Mar-25	Year end
Accessibility	1370	1367	1365	1354
Health	41	43	43	41
Resident Caution Notice	26	26	26	27
Total lines	1437	1436	1434	1422
Unique households	774	777	776	773
% of all households	26%	26%	26%	26%



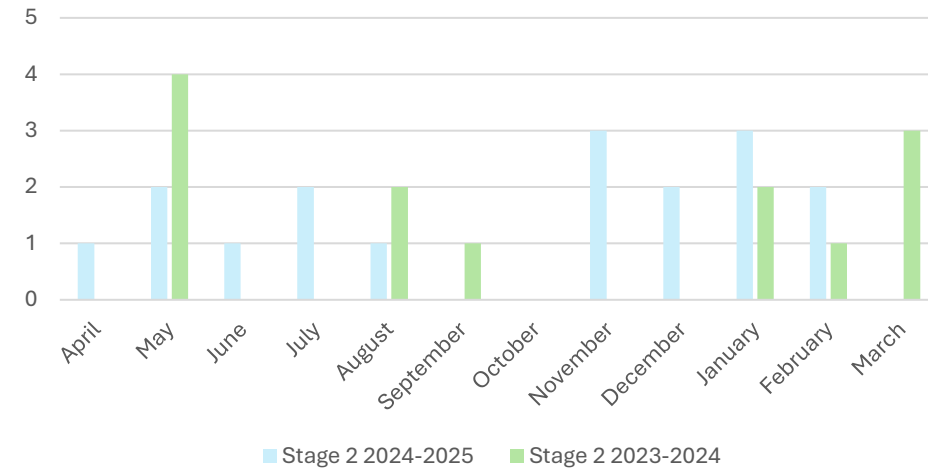
**CUSTOMER INSIGHT**

# Complaints - analysis

Stage 1 complaints received



Stage 2 complaints received



## Stage 1

Income – 0

Themes: NA

Repairs – 22 (3 shared with Tenancy, 2 shared with Rehousing)

Themes: Does not feel their situation is understood, delays to works and missed appointments, poor communication

Tenancy – 3 (3 shared with Repairs)

Themes: ASB and disrepair

## Stage 2

Repairs – 4

Themes: Repairs not completed properly or quickly enough

Tenancy and Income – 1

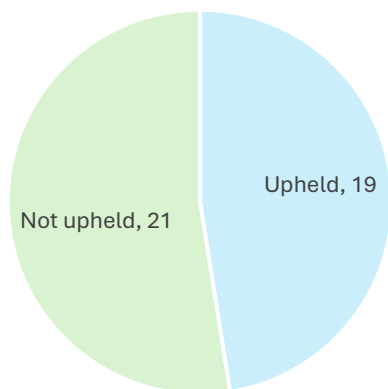
Did not feel S1 answered everything

## Ombudsman

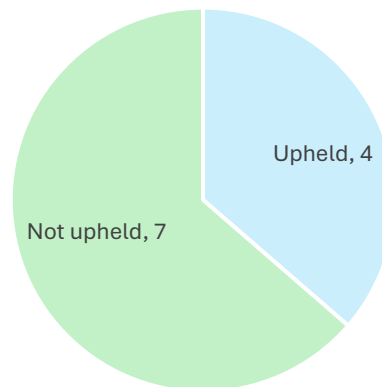
Tenancy /Income– 0

# Complaints - outcomes

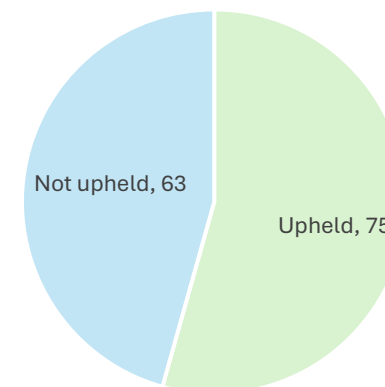
Stage 1 outcomes Q4



Stage 2 outcomes Q4



Outcomes - Year End



Complaints	Q1	Q2	Q3	Q4
Ombudsman received	1	1	1	1
Financial remedies at stage 1	£200	£905 offered *	£2,375 offered	£3,605
Financial remedies at stage 2	£250	£650 offered *	£0	£750
Ombudsman financial remedies	£0	£400	£0	£750
*Payments offered do not mean they are paid full				

- Training for all staff who answer complaints has been completed. The training included feedback from the residents' panel.
- The Customer Relations Team will be carrying out a review of all upheld complaints in 2024/25, to identify any additional learning and service improvement. This review will contribute to the Complaints Annual Report.