

Mid Suffolk Housing Annual Report 2024/25



**Babergh &
Mid Suffolk**
District Councils



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Welcome

I am very pleased to be able to introduce this report. We see the Tenant Board and the voice of our tenants as central in managing our housing service. We are fully committed to providing high quality housing, great neighbourhoods and excellent support for our tenants. When we are failing to do this, we want to be told, and we want to put it right. The report summarises the work we have been undertaking to review and improve our processes and overall service. We hope that you are starting to see the results of this work.

Councillor Richard Winch (Mid Suffolk)

Housing Portfolio Holder



Hello and welcome to the Annual Report for Tenants for 24/25. This year we have been so busy.

We have looked at how Anti-Social Behaviour is dealt with and have made some recommendations within the law. We have also joined the 'Stop the Stigma' campaign, to bring to light that a huge majority of tenants are not as depicted on the television etc. We have investigated how complaints are handled and options for tenants. On the back of this, we have done a deep dive into repairs and how they are processed, hopefully you will see a big change soon. We have had quite a number of workshops and realised that the more we learn, the more we need to learn. It's been so exciting watching people join our board quietly growing in confidence to ask questions and receive good and easily understood answers. It's my pleasure and honour to be given the opportunity to be Chair of the Board and am delighted to welcome Tony Cole as Vice Chair. If you are interested in joining any part of tenant engagement, please contact the team at tenant.engagement@baberghmidsuffolk.gov.uk or call 0300 123 4000, option 3.

Liz Perryman - Chair of the Tenant Board



Chapter 1 - Maintaining building safety

You told us:

Tenant satisfaction that we provide a well-maintained home

2024-25 score	67%
Target	68%

Tenant satisfaction that we provide a safe home

2024-25 score	77%
Target	80%



During 2024/25, we:

- Carried out 735 inspections across Babergh and Mid Suffolk on communal areas to ensure that they comply with health and safety, working to ensure they are free from hazards.
- In Mid Suffolk, 47 schemes received Fire Risk Assessments with 12 of these schemes being Sheltered Housing.
- We carried out 39 Water Hygiene Risk Assessments and 125 Domestic surveys.
- We carried out 50 Asbestos Annual Management surveys and 350 Domestic Surveys.

At the end of 24/25, the following safety checks had been completed.

Target for all performance measures below is 100%	Mid Suffolk
Percentage of homes for which all required gas safety checks have been carried out	99.6%
Percentage of homes with a satisfactory Electrical Installation Condition report (EICR) under five years old	99.53%
Percentage of homes for which all required fire risk assessments have been carried out	100%
Percentage of homes for which all required asbestos management surveys or re-inspections have been carried out	100%
Percentage of homes for which all required legionella risk assessments have been carried out	100%
Percentage of homes for which all required communal passenger lift safety checks have been carried out	100%

Fire safety updates

- A new contractor is being procured to carry out fire safety checks, such as fire risk assessments.
- A new contractor is being procured to carry out compliant fire safety remedial works and repairs, such as fire door repairs and replacements and fire compartmentation works.
- Fire compartmentation works required in the roof space of some of our sheltered schemes will begin once we have a new contractor in place.
- We have reviewed fire safety related information and this will be sent to residents soon.

Gas and electrical updates

- Our new gas and oil servicing contractor is Sure Serve who will be providing all your oil and gas heating repairs and servicing needs.

- We have seen a dramatic increase in compliance and are now around 98% compliant on gas and electrical inspections and servicing.
- We have launched a gas and electric transactional survey, so we can understand how we can improve our services in this area and hold our contractors to account.
- We will be introducing a satisfaction survey on our planned maintenance replacements early in 2026.



Please remember, if we contact you to carry out a safety check or repair, then please do let us have access. Our staff and contractors will always show ID before requiring access to your home.

In March 2025, we had our Regulatory Notice for non-compliance with the then Home Standard removed. This was a result of assuring the Regulator for Social Housing that we have improved compliance performance with gas, electric and asbestos management.

Awaab's Law

Awaab's Law is a new housing safety regulation introduced under the Social Housing (Regulation) Act 2023. It came into effect on 27 October 2025. It was named after Awaab Ishak, a two-year-old who tragically died in 2020 due to a respiratory condition caused by prolonged exposure to mould in his home. His family had repeatedly reported the issue, but the landlord failed to act, leading to this landmark legislation.

The law aims to:

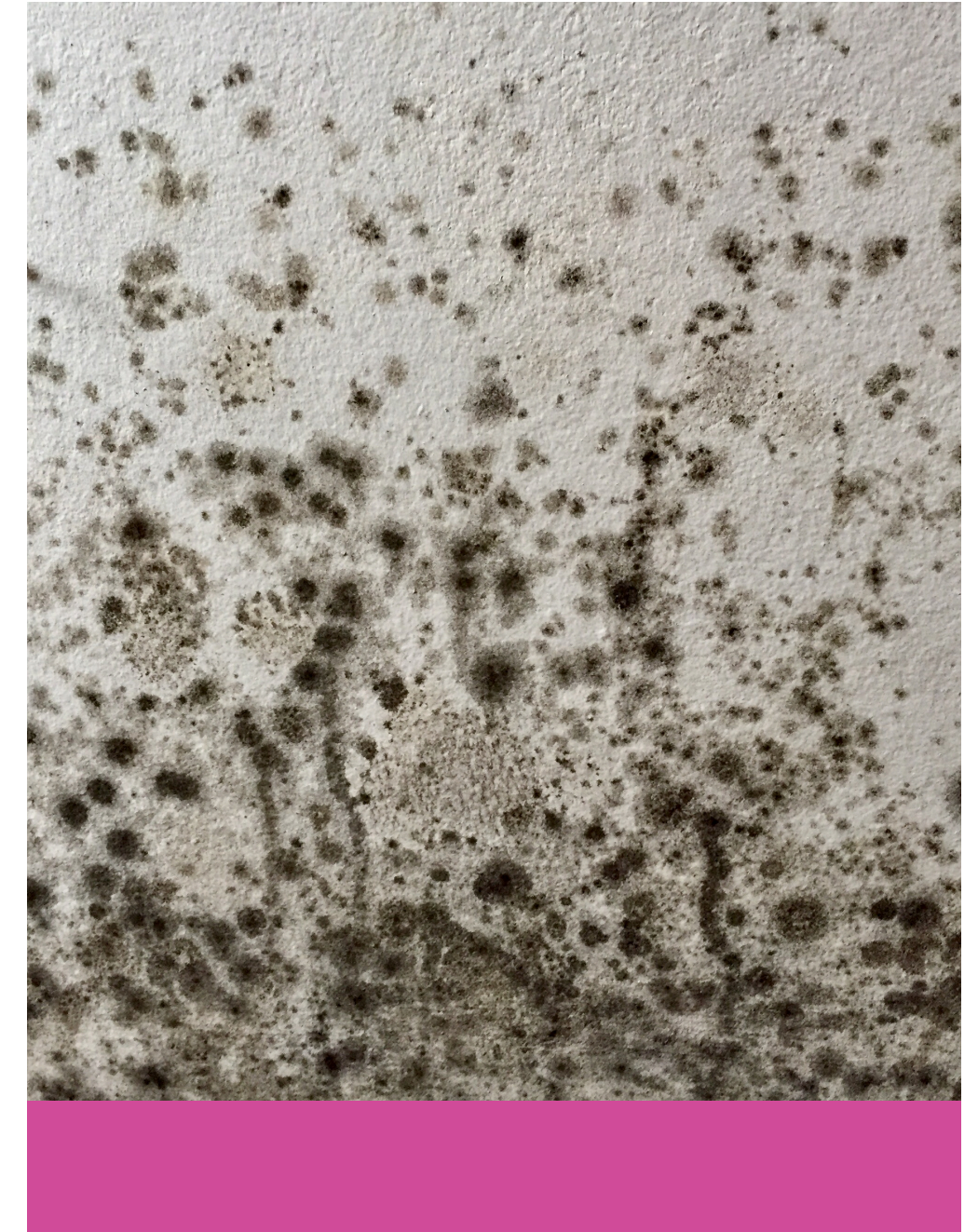
- Ensure social housing landlords fix serious hazards quickly, especially damp and mould.
- Prevent health risks and tragedies caused by unsafe living conditions.
- Give tenants legal rights to enforce timely repairs if landlords fail to comply.

Damp, mould or condensation in your home? Don't delay and report to us on 0300 123 4000, option 3.

Landlord requirements (what we must do):

- Emergency hazards (including severe damp and mould) must be investigated and made safe within 24 hours.
- Significant hazards must be investigated within 10 working days and made safe within five working days after investigation.
- Tenants must receive a written summary of findings within three working days of an investigation concluding.
- Preventative work must start within five working days and be completed within a reasonable timeframe.
- If the property cannot be made safe in time, landlords must provide suitable alternative accommodation.

We have two damp and mould contractors. Compliance 100 - carry out our damp and mould surveying. Principle Construction - who will be carrying out any repairs related to damp and mould.




COMPLIANCE100


Principle Construction
and Maintenance Ltd

Chapter 2 - Keeping properties in good repair

We know our performance in the way we repair and maintain your home needs to improve. Over the last year, we have finished a review of the whole service.

We want to provide the very best service for our tenants, whilst providing homes that are safe and well-maintained.

You told us:

Tenant satisfaction with repairs services in last 12 months

2024-25 score	65%
Target	73%

Tenant satisfaction with time taken for repairs

2024-25 score	53%
Target	58%



Planned maintenance:
During 2024/25, we have delivered:

-  **65** Kitchens
-  **62** Bathrooms
-  **66** Adaptations (inc wet rooms)
-  **18** Roofing
-  **267** Cyclical redecoration

Our target for emergency repairs completed on time is 95%
For non-emergency repairs completed on time, it is 80%.

Target for homes not meeting Decent Home Standard is 0%.

Between 1 April 2024 and 31 March 2025:

	
2,215	132
Emergency repairs	Live damp and mould cases 31.3.25
6,272	72%
Non-emergency repairs	Emergency repairs within timescale
48.2	46.5%
Ave. days to complete	Non-emergency repairs within timescale
546	15%
Total repairs outstanding 31.3.25	Homes not meeting Decent Home standard

Looking forward...

It's just over a year since the new Housing Repairs and Maintenance structure was launched and we wanted to take a minute to celebrate our recent performance in the repairs team.

At the end of November 2025, the list of Work In Progress (WIP) hit 400, our lowest for years. This is an incredible achievement and a very healthy position to be in compared to other landlords. This time last year, the WIP was sitting at 2,500 jobs for our operatives alone. We have been consistently completing more repairs than are raised for some time and this should continue to improve.

Some of our repairs are given to a contractor and the WIP is also down to 546. This figure is also down, from 1,850 this time last year.

This increase in productivity has not come at the expense of quality either. Our % of jobs completed right first time has also risen consistently from 87% last year to 96%.

Our tenant satisfaction scores are also very impressive and a cause for pride for everyone in the team. Overall repairs satisfaction is at nearly 90%, with operative conduct at 97%.



Looking forward...

Stock Condition Survey

We completed a project in 2024 to carry out condition surveys on our properties. This project delivered data on 80% of our stock, with the remaining 20% being largely due to lack of access.

We have used the data we received to build the programmes of Planned Works for 2025/26. The works being carried out will predominantly be to improve homes that do not meet the 'Decent Homes' standard, with a focus on roofing, windows and doors, kitchens, bathrooms and insulation.

We have now started a programme of regular stock condition surveys with to ensure we maintain up-to-date, accurate, good quality information on our housing. We will be focussing first on the remaining 20% we could not survey last year. This will enable us to proactively maintain our properties and prevent 'non-decent' homes.

Something to report

If you have a repair to report, or see something that you think needs our attention, please get in touch. You can [report on our website](#) or call 0300 123 4000, option 3.



Chapter 3 - To know how your landlord is performing

We publish a range of information on our website so that you can hold us to account on our performance.

Tenant Satisfaction Measures

Since April 2023, we have been collecting our Tenant Satisfaction Measures data which we must submit to the Regulator of Social Housing.

The Regulator uses this data to see how all landlords of social housing are performing, and highlights where there may be issues that they need to investigate.

Council Housing Assurance Report

Every three months, we publish our Council Housing Assurance Report. This goes to members, senior leadership team and tenants with a clear view on performance in relation to our landlord service, including our Tenant Satisfaction Measures (TSMs) results. It includes a red, amber, green status and evidences we are delivering our outcomes required within the Regulator’s Consumer Standards.

Tenant Satisfaction survey results

We run a number of tenant satisfaction surveys so we can understand what is working well and what needs to improve. Results from these surveys, along with what we are doing with the results are published on our website.

Complaints Taskforce

Our Taskforce meet every three months, to review and monitor complaints received from tenants. Presentations from these meetings, along with minutes, are published on our website.

You can find all of this information at: www.midsuffolk.gov.uk/about-our-housing-service

Housing

[Tenant Portal](#) [Tenant Handbook](#)

Welcome to our Housing service, where we publish information and advice for our tenants and residents. Learn more about how you can apply for Council housing, apply for tailored housing advice and financial assistance, access support if you or someone you know is at risk of homelessness.

You can also find information about ways you can keep your home safe and comfortable to live in.



Apply for Council housing



Our tenants



Housing support and financial assistance



How to pay your rent

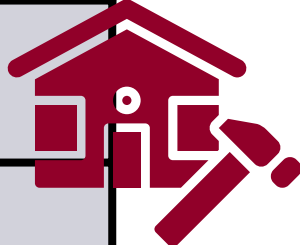
How satisfied are you with our services?

As well as our quarterly satisfaction survey, we carry out three surveys each month on specific subjects. These surveys ask tenants for their views on:

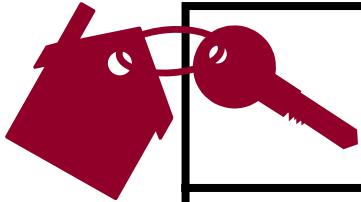
- their recent repair
- their move in to one of our homes
- their experiences of our handling of anti-social behaviour case

We have asked 573 tenants from across the two districts for their views in 2024/25. Here is a quick overview of the satisfaction results:

REPAIRS	%
Ease of reporting	91%
Appointment kept?	96%
Easy to deal with?	86%
Quality of work	92%
Kept informed	81%
Right first time	87%



ASB	%
Ease of reporting	71%
Kept informed?	54%
Easy to deal with?	55%
In reasonable time?	59%
Satisfaction with outcome	49%
Case officer satisfaction	57%



NEW LETTINGS	%
Info and advice beforehand	87%
Kept informed throughout?	82%
Easy to deal with?	83%
Condition of home	71%
Outstanding repairs on move in	52%
Helpfulness of staff	91%

As with all the feedback we receive, we use this to understand what we can do to improve services for all our tenants and want to thank every one of you who has taken the time to participate. To find out more about the surveys and results, [visit our website.](#)

Looking forward...

We continue to use our tenant satisfaction data to identify service failures and drive improvement.

Our Tenant Satisfaction Measure data has been reviewed for 24/25, and our Tenant Board have set us some new ambitious targets to achieve over the course of the year. We continue to report on a quarterly basis to our Tenant Board and Cabinet on our progress. [You can review our Tenant Satisfaction Measure return here.](#)

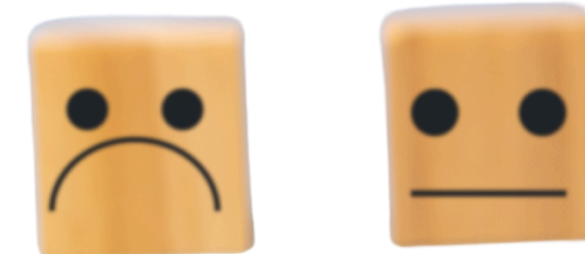
Over the year, we have also been using the satisfaction data we collect through our transactional surveys to hold our contractors to account, to ensure they are also delivering the very best services for our tenants.

Since implementing our new Job Management solution in the summer every tenant is invited to complete a brief satisfaction survey via text message on all jobs undertaken by our in house trades team.

This survey was designed specially to manage our performance so we identify areas we need to improve in and things we are doing well. The survey has been a great success and we regularly receive around 40% response rates from our residents which is really appreciated.

We ask five key questions around ease of communication, quality or repair, operative conduct , how easy we are to deal with and overall Satisfaction. We also receive lots of great feedback and compliments, with many recognising the journey we are on to improve the repairs service and the progress we have made to date.

Rolling out in the new year all contractor-completed repairs will also be receiving a satisfaction survey which will further help us improve the overall repairs experience.



Chapter 4 - Effective handling of complaints

Compliments, comments, and complaints help us to improve the service we provide.

We promote how to make a complaint through our e-bulletin newsletter and posters in communal areas, so that tenants can easily inform us when things aren't going well. We have also promoted the Housing Ombudsman's Complaints campaign 'Make it Right'.

Tenant satisfaction with our complaint handling

2024-25 score	35%
Target	29%

Stage 1 and 2 complaints and response times

Stage 1 complaints	263	148 on time
Stage 2 complaints	36	32 on time

The Housing Ombudsman Complaint Handling Code states that landlords must respond to complaints in the following times:

Stage 1: The landlord must provide a written response within 10 working days of acknowledging the complaint.

Stage 2 (escalated complaint): The landlord must acknowledge the escalation within 5 working days and provide a final written response within 20 working days of that acknowledgment.

Extensions: Landlords can extend these timescales but must inform you in writing of the reasons and provide a new date for the response. At stage 1, they can extend by up to 10 working days. At stage 2, they can extend by up to 20 working days.

Looking forward

In June 2024, we implemented a new complaint handling system for all complaints. This new system is helping to improve our performance and boost satisfaction.

We have been using the lessons learnt from complaints to highlight improvements, sharing these at our quarterly Complaints Taskforce. This is a Forum that brings together representatives from across the service along with Councillors and Tenant Board Members.

Going forward, we have recruited Tenant Complaint Experts who will review samples of complaints and responses quarterly. Their review of these and findings will be taken to the quarterly Complaints Taskforce.

We must complete a self-assessment on our compliance with the Housing Ombudsman's Complaint Handling Code. You can [find this on our website](#).

Chapter 5 - Respectful and helpful engagement

We want you to have a voice on how we deliver your housing services. We are always looking for tenants and leaseholders to work with us, to help us improve our services for all residents.

Tenant satisfaction that we listen to views and act upon them

2024-25 score	55%
Target	60%

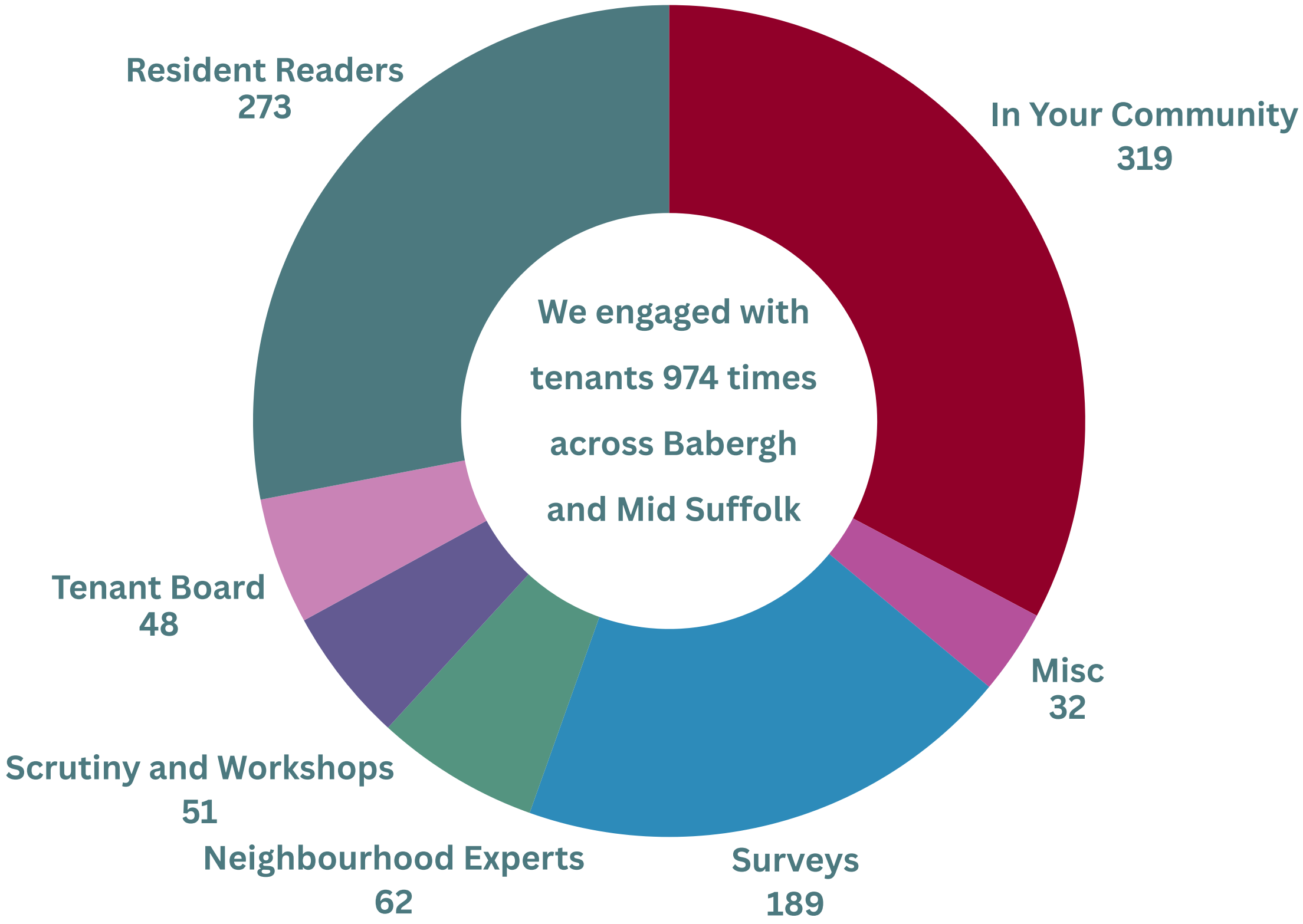
Tenant satisfaction that we keep tenants informed

2024-25 score	68%
Target	70%

Tenant satisfaction that we treat tenants fairly and with respect

2024-25 score	74%
Target	72%

Our highlights for 2024/25



Our highlights for 2024/25

Tenant Board

We have strengthened our Tenant Board increasing the numbers from six to seven members in total.

The Board have monthly meetings which are online and held in the evening to make allowances for members who are employed or have responsibilities during the day.

[Board papers can be found here.](#)

In 24/25, the Tenant Board focussed on:

- Tenant Satisfaction Measures - first year review
- Rent increases
- Performance dashboards
- Overseeing Greater Places projects
- Complaints statistics
- Tenant Engagement Strategy review
- Annual report to tenants
- Tenant handbook

- Anti-Social Behaviour scrutiny project
- Changes to service charges
- Housing Revenue Account – income from rent
- Governance of the Board with reports now going to the Overview and Scrutiny Committee

To find out more about our how tenant engagement has made a difference to your housing service please read our [Tenant Engagement Report Jan 2024- April 2025 Here](#)



Looking forward...

Tenant Board

This year our Tenant Board will carry out two in depth scrutiny projects. Our previous scrutiny projects have working groups and action plans which are now being progressed - which will be reported back to the Board. As of November 2025, the Tenant Board is running a scrutiny project on communication to understand how we can improve our internal and external communication. In February 2026, the Tenant Board will vote on the next two improvement projects for 26/27.

We will be asking our Tenant Board to help us prepare for an inspection from the Regulator for Social Housing by taking part in a mock inspection. When the Regulator does inspect, the Board and all of our other tenant engagement work, will be looked at as it is a key part of ensuring we're meeting the Consumer Standards.

The Tenant Board will continue to work with us to monitor the performance data from the Tenant Satisfaction Measures, the Council Housing Assurance Report and complaints statistics. The Board will also help Babergh and Mid Suffolk Councils complete the annual self-assessment against the Regulatory Standards.



Want to influence the way we do things?

We are always keen to hear from you, especially if you have an interest in your local community and want to make a difference. Just [send us email](#) or call us 0300 123 4000, option 3 and ask for the Tenant Engagement team.

Chapter 6 - Responsible neighbourhood management

You told us:

Tenant satisfaction that we make a positive contribution to neighbourhood

2024-25 score	56%
Target	67%

Tenant satisfaction with our approach to handling Anti-social Behaviour

2024-25 score	57%
Target	62%

Tenant satisfaction that we keep communal areas clean and well-maintained

2024-25 score	68%
Target	71%

We want to be a landlord that provides good quality homes and neighbourhoods that people are proud to live in.

This year we:

- Supported 147 tenants with Anti-Social Behaviour cases - helping people feel safe and happy in their neighbourhoods.
- Supported 3 tenants who had reported a hate crime.
- Acquired 10 social rent properties and 16 shared ownership homes.

Domestic Abuse Support

- 148 households referred to the Domestic Abuse Link Worker service.
- 79 of these households contained children, with a total of 153 children overall referred as part of a household experiencing, or at risk of, domestic abuse.

Tenancy Services

- 93 mutual exchanges completed - helping tenants to swap their homes
- Signed up 442 tenants - helping them to find their new home

A new Anti-Social Behaviour (ASB) Policy was approved in January 2025. The new policy gives greater clarity on the types of ASB and sets standards for us to follow when investigating.

During 2025/26, we will be implementing new procedures and processes to improve our case management.

Community Action Days

In the 24/25, we have held eight Community Action Days across both Districts with these in Mid Suffolk:

- Gainsborough Road, Stowmarket
- John Swain Close, Needham Market
- Rose Lane, Palgrave

These events have allowed us to work with residents to improve the overall appearance of their neighbourhood. They also give us the opportunity to speak to our tenants to find out what they would like to improve about their neighbourhoods.

Over the past three years, these have rebuilt our link to our communities that had been badly affected by the years of lockdowns. We've listened to our tenants and changed the ways we approach taking care of their neighbourhoods.

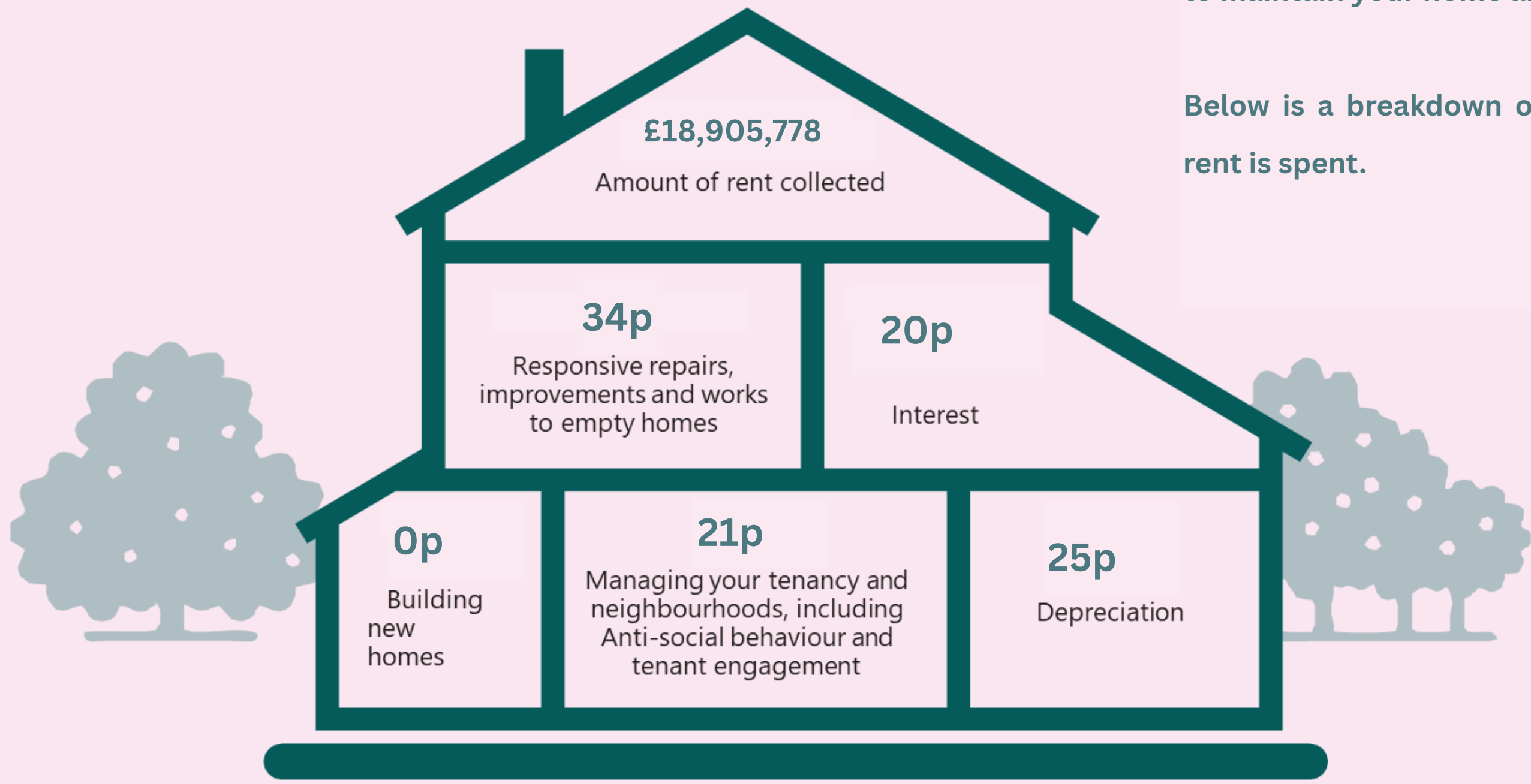
We also now have a list of projects across the District where we are making improvements to communal areas that our tenants have requested, as part of our Great Places project.



Chapter 7 - How we spend your rent

During 2024/25 it cost on average £6,294 to maintain your home and your tenancy.

Below is a breakdown of how £1 of your rent is spent.



The Council is committed to transparency and open access to information. Salaries of senior staff can be found here:

www.midsuffolk.gov.uk/w/senior-salaries-information

Chapter 8 - Keeping you informed

We have continued our monthly e-bulletins and communicated and engaged with tenants on social media platforms such as Facebook and Twitter.

- Currently 6,238 tenants receive our e-bulletin.
- Published more than 44 issues of our e-bulletin and other standalone communications concerning updates to our services

During 2024/25

Number of calls made to us:

- 44,006* calls were made to our Housing line for the period April 2023 to the end of March 2024. This figure is solely calls made by tenants. Tenants may also call other lines for different matters which is not captured here.

Total calls answered by us:

- Actual calls accepted were 41,197*. Our abandonment rate on the Housing line for the 24/25 financial year was 6.34%.

Wait time before we answer

The average wait time for the 24/25 financial year on the housing line was 1 minute and 8 seconds. The average wait time for the previous financial year (22/23) on the same line was 2 minutes and 41 seconds. We are continuing to see improvement.

Our contact centre continues to operate for Babergh and Mid Suffolk tenants

*Total for Babergh and Mid Suffolk.



Looking forward...

We will continue to look at how we can use our e-Bulletin to communicate information that tenants find useful and interesting.

Over the last year, we have changed some of the information that features regularly due to tenant feedback through our scrutiny projects and will continue to learn from feedback on how we can continue to improve. We have more tenants than ever on our mailing list and will continue to look at how we use our My Home Bulletin to expand our involvement offer and opportunities.

We are aware that not all our tenants are online.

As part of our annual rent letters, which are posted to all tenants, we will be running a campaign called Not Online? Not a problem. This will give tenants an opportunity to join mailing lists for topics that interest them.

If you aren't online and would like to join a mailing list, please call 0300 123 4000, option 3 and ask for the tenant engagement team.



Chapter 9 - the Regulator for Social Housing's Consumer Standards

In April 2024, the Social Housing Regulation Act (2023) was made law. All providers of social housing including local authorities with more than 1000 homes will now need to prove to the Regulator that we are complying with specific expectations and delivering the required outcomes to our tenants through four new Consumer Standards which are:



The Safety and Quality Standard - which requires landlords to provide safe and good quality homes and landlord services to tenants.



The Transparency, Influence and Accountability Standard - which requires landlords to be open with tenants and treat them with fairness and respect so that tenants can access services, raise complaints, when necessary, influence decision making and hold their landlord to account. This standard incorporates Tenant Satisfaction Measure requirements and ensuring that tenants understand their rights.



The Neighbourhood and Community Standard - which requires landlords to engage with other relevant parties so that tenants can live in safe and well-maintained neighbourhoods and feel safe in their homes.



The Tenancy Standard - which requires landlords to engage with other relevant parties so that tenants can live in safe and well-maintained neighbourhoods and feel safe in their homes.

Accompanying the standards, requirements and expectations, is a code of practice which will help landlords understand more about what is expected of them to evidence to prove to the Regulator that they comply.

Following an inspection by the Regulator, at least once every four years, a regulatory judgement or grading will be given to each provider between C1 and C4. C1 means that we are meeting the requirements and C4 means that there are serious failings in how we are performing. Any grading below a C1 will require landlords to work with the Regulator to improve their grading in the areas required.

Looking forward...

We have been through a significant amount of transformation and improvement in housing over the last 12 months which we hope is being felt by you in your homes and communities.

Our performance in relation to repairs and complaint handling has significantly improved as a direct result of the feedback you gave us, and we have worked with you on a number of improvement programmes as outlined in this report.

The councils, including our councillors, staff and involved tenants are continually monitoring our compliance and ensuring we can evidence this to the Regulator and you, our tenants, and all of the work mentioned in this report is working towards ensuring we are delivering the best possible outcomes for our tenants and ensuring that you are able to hold us to account.

In January 2026, we will be conducting a mock inspection exercise with an external independent provider which will reassure everyone that we are compliant with the requirements and understand what more we need to focus on.

Using this insight and the insight we receive from you every day through complaints, scrutiny workshops, engagement surveys and satisfaction surveys like the Tenant Satisfaction Measures, your voice is helping to shape our services around your needs.



Keeping in touch

All our tenants have a right to expect good quality services, to be treated fairly and courteously, to receive a reply within a reasonable time and have promises kept. If, for any reason, you feel that we have let you down, you can let us know about it.

You can contact us in the following ways:

- Go to our website: www.midsuffolk.gov.uk and click on Contact Us at the bottom of the main screen.
- Email us: feedback@baberghmidsuffolk.gov.uk
- Call us: 0300 123 4000 and select option 3 for Housing.
- Visit us: at one of our Customer Access Points in Stowmarket, Eye, Sudbury, Shotley or Hadleigh.
- Write to us:
Babergh and Mid Suffolk District Councils
Endeavour House
8 Russell Road
Ipswich IP1 2BX



If you have a repair to report, please complete the form on the website or call us on:
0300 123 4000.

