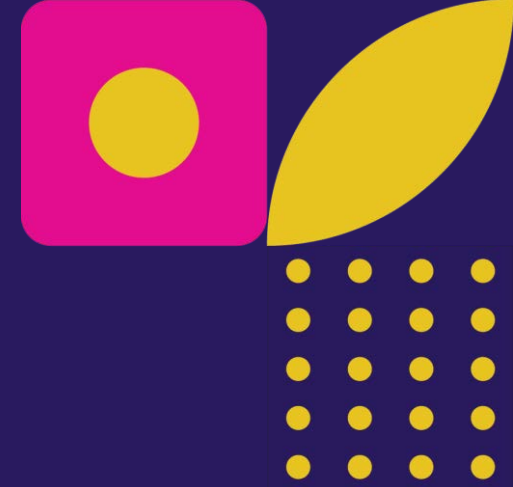




Latest sector trends Runnymede BC

Jonathan Cox – Chief Data Officer

About Housemark



Leading data and insight company for the UK housing sector.



25 years' experience helping the sector to achieve more.



Jointly owned by the Chartered Institute of Housing and National Housing Federation.



Over 300 members across England, Scotland, Wales and Northern Ireland.

Presenting today



Jonathan Cox
Chief Data Officer

Jonathan has worked in the housing sector for over 20 years helping social housing providers improve performance and achieve value-for-money. He currently heads up Housemark's data and research division and is a sought-after expert speaker on TSMs, performance frameworks and turning data into insight.

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Today's data sources

Period	Source
Up to July 2025	Latest monthly performance data
2024/25	Satisfaction survey results

Peer groups	
All national	English LAs between 1,000 and 8,000 units

Agenda

- The operating environment and key trends
- Latest tenant perception results
- Performance insight
- Summary and discussion

The operating environment



A challenging environment

Period of significant upheaval over past three years



£1,000 more spent per property compared to two years ago



Voluntary staff turnover has been 30% higher for two years



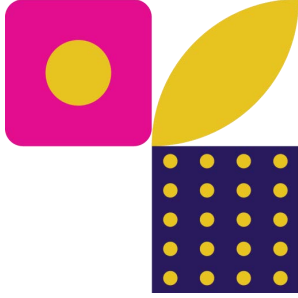
50% increase in repairs completion times



Call wait times have quadrupled and are now over 250 seconds

Some lead indicators now improving but...

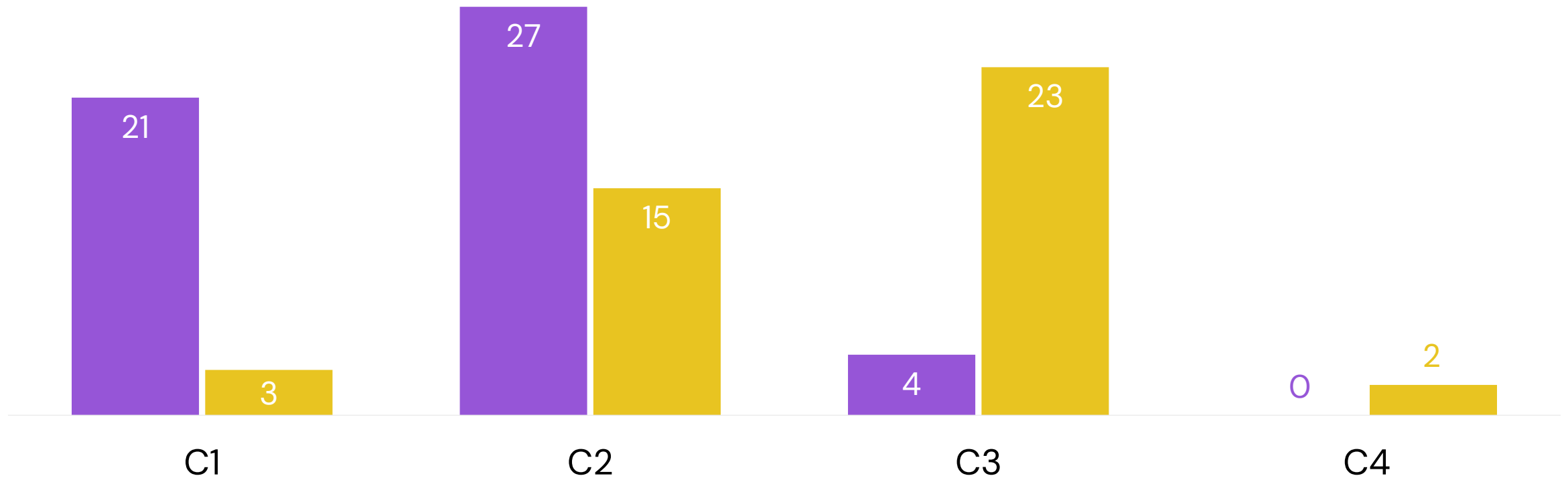
- Some landlords ahead of others
- Lag indicators still challenging



Regulatory gradings

Consumer standard

■ Private Registered Providers ■ Local Authority



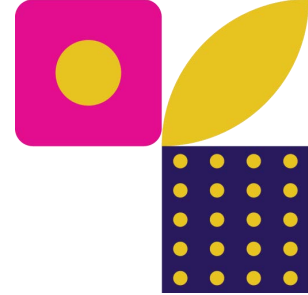
Key trends

- Expenditure optimisation and business transformation
 - Housing associations typically ahead of LAs
 - 20% increase in back-office expenditure (especially IT and business improvement)
 - More business improvement type staff on HRA
 - Business cases increasingly scrutinised
- Data acquisition and data quality
 - Ramping up stock condition surveys
 - Gathering data on the tenant
 - Integrating data and automating insight
 - Developing knowledge and information strategies
- Service improvement and TSMs
 - Reducing housing officer patch-sizes
 - More specialists on payroll (especially ASB and CEx)
 - Focus on reducing repairs backlogs and wait-times
 - Policy review and co-design

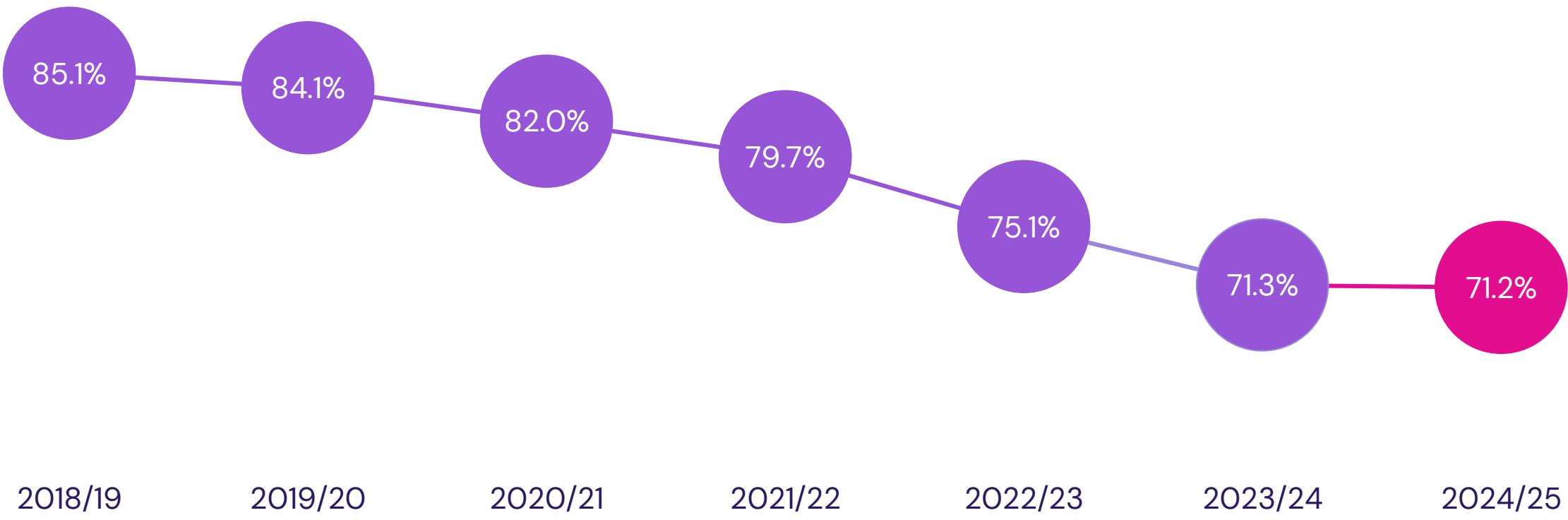


Tenant
satisfaction

Overall satisfaction (unadjusted)

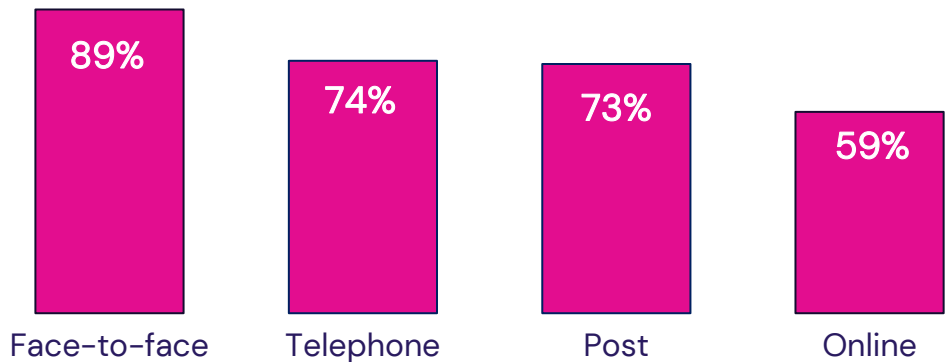


Median overall satisfaction

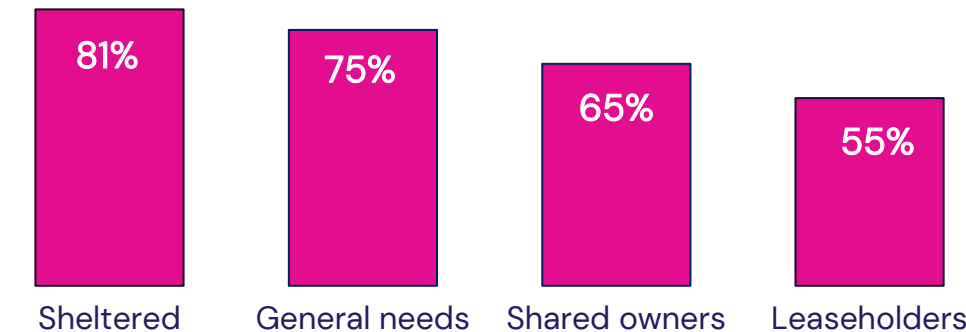


Survey biases

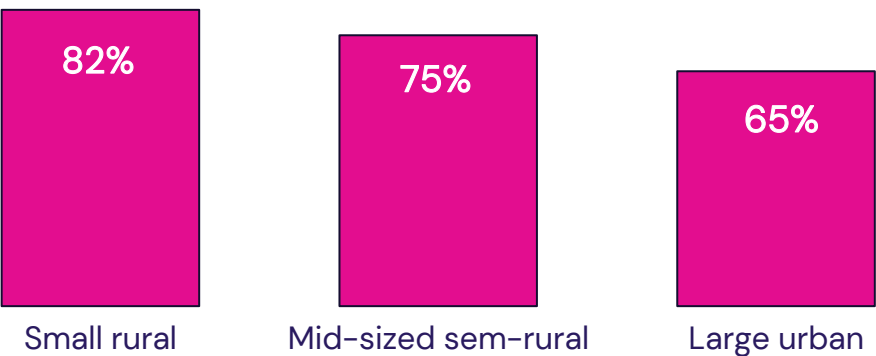
Average overall satisfaction by collection method



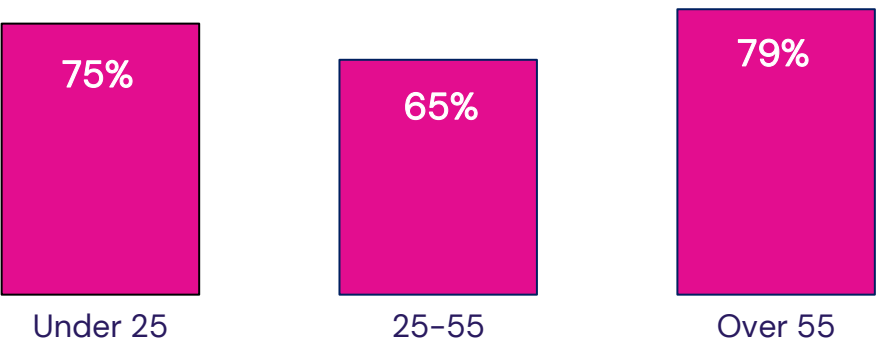
...by tenure type



...by size and geography

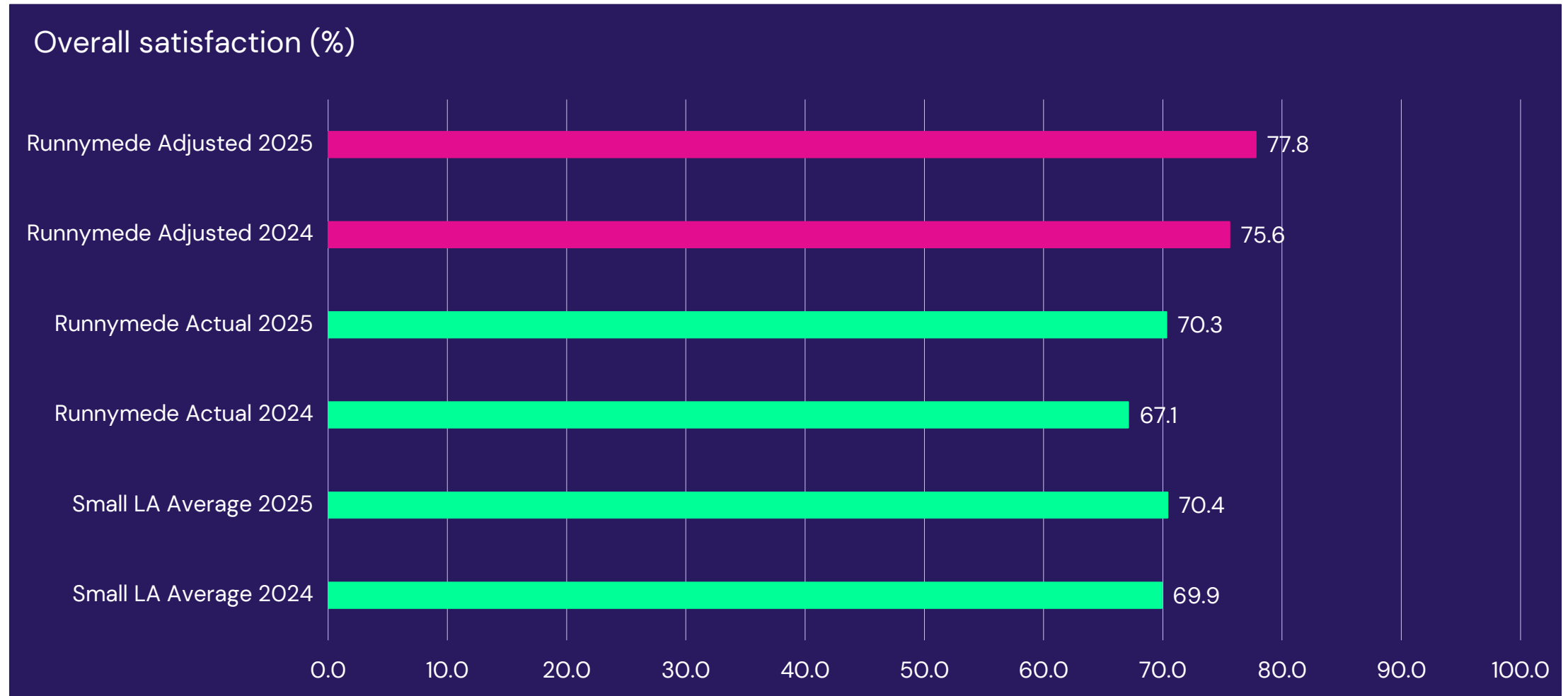


...by tenant age

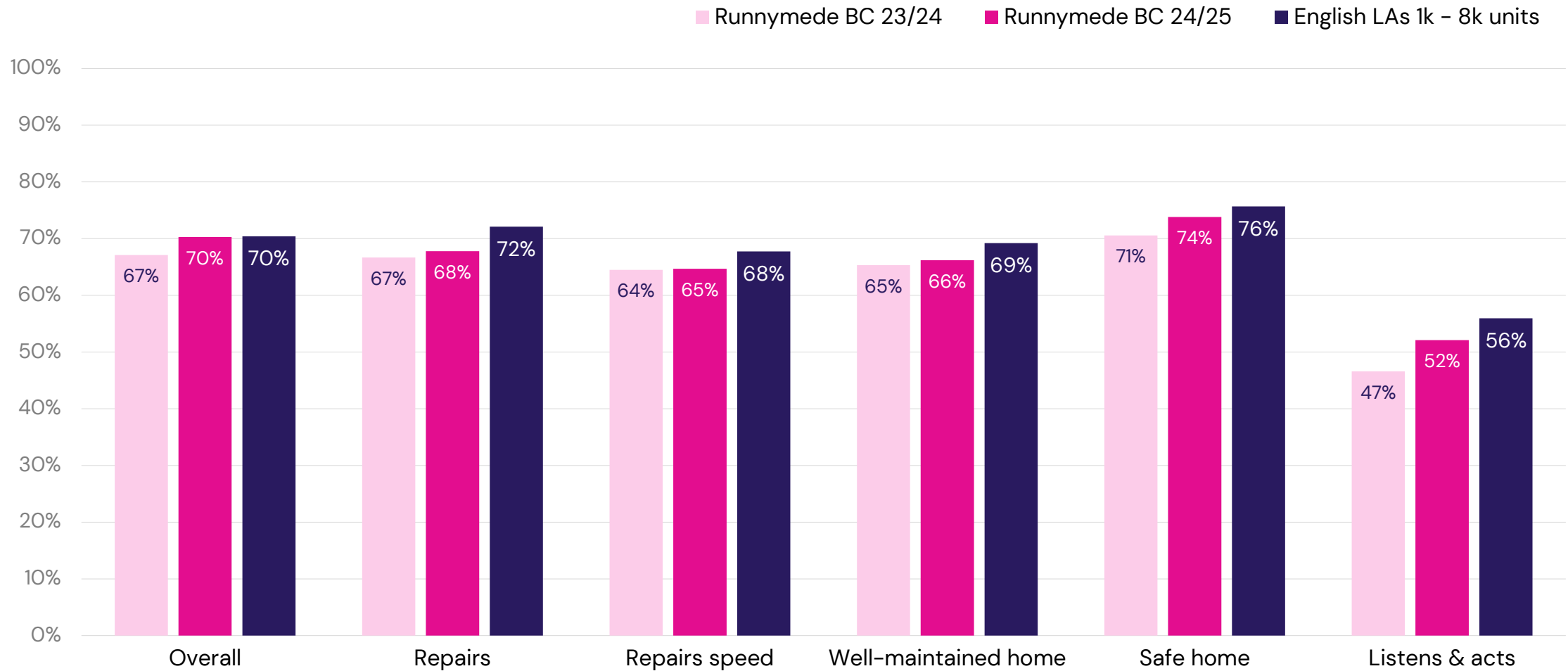


Note: Survey biases can be cumulative!

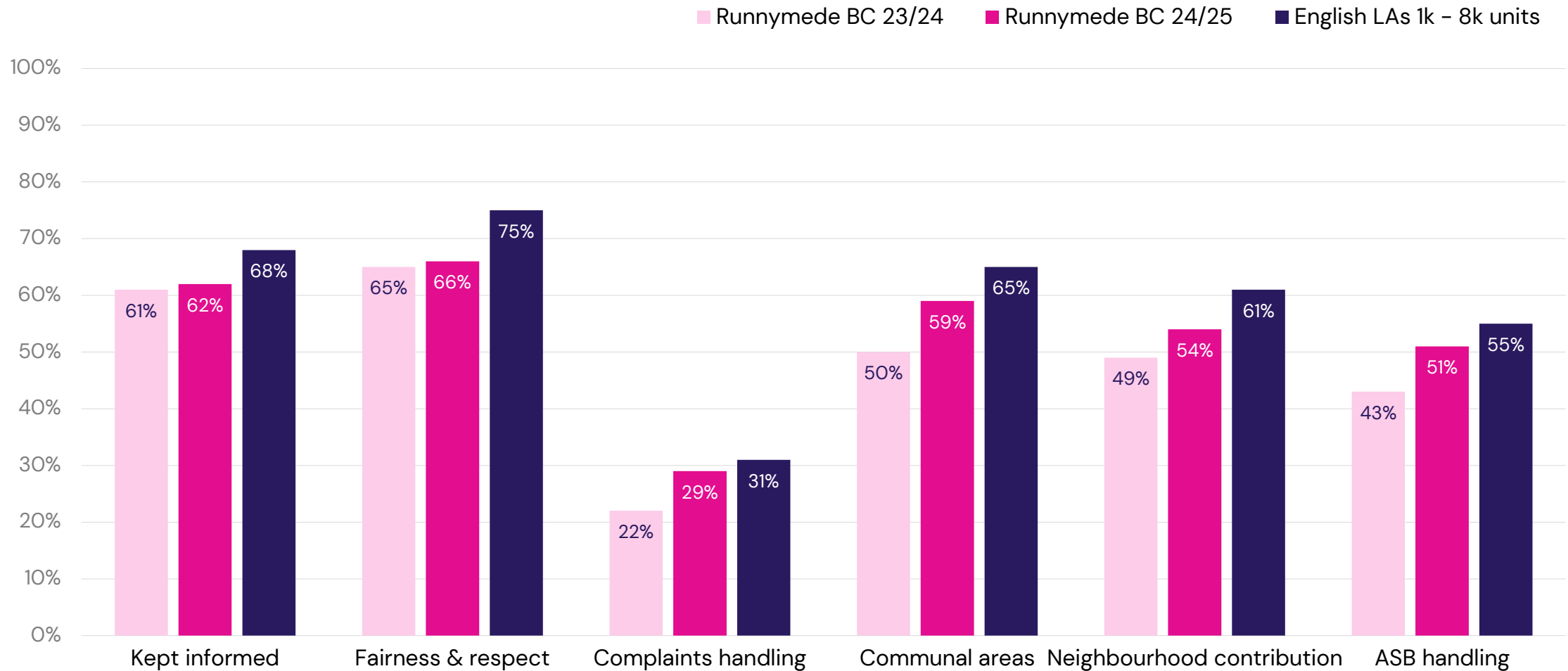
Tenant Perceptions – adjusting for collection method



Tenant Perceptions



Tenant Perceptions Continued...



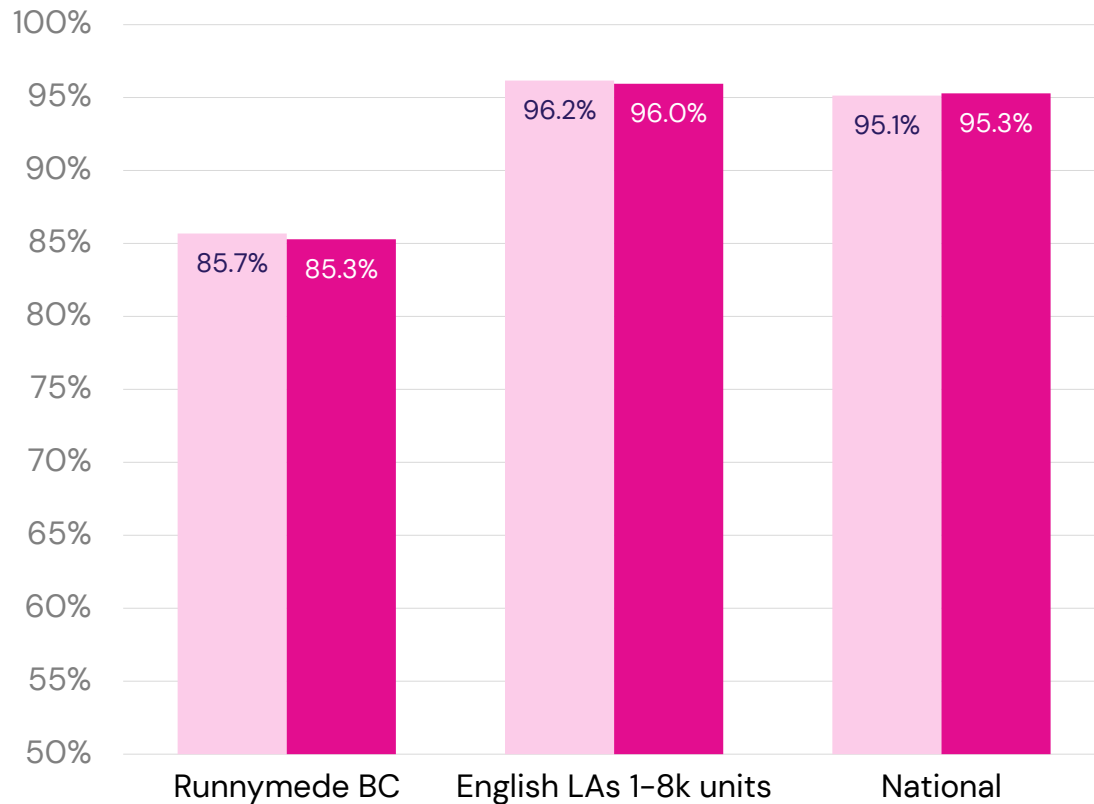


Performance trends

Repairs In Target

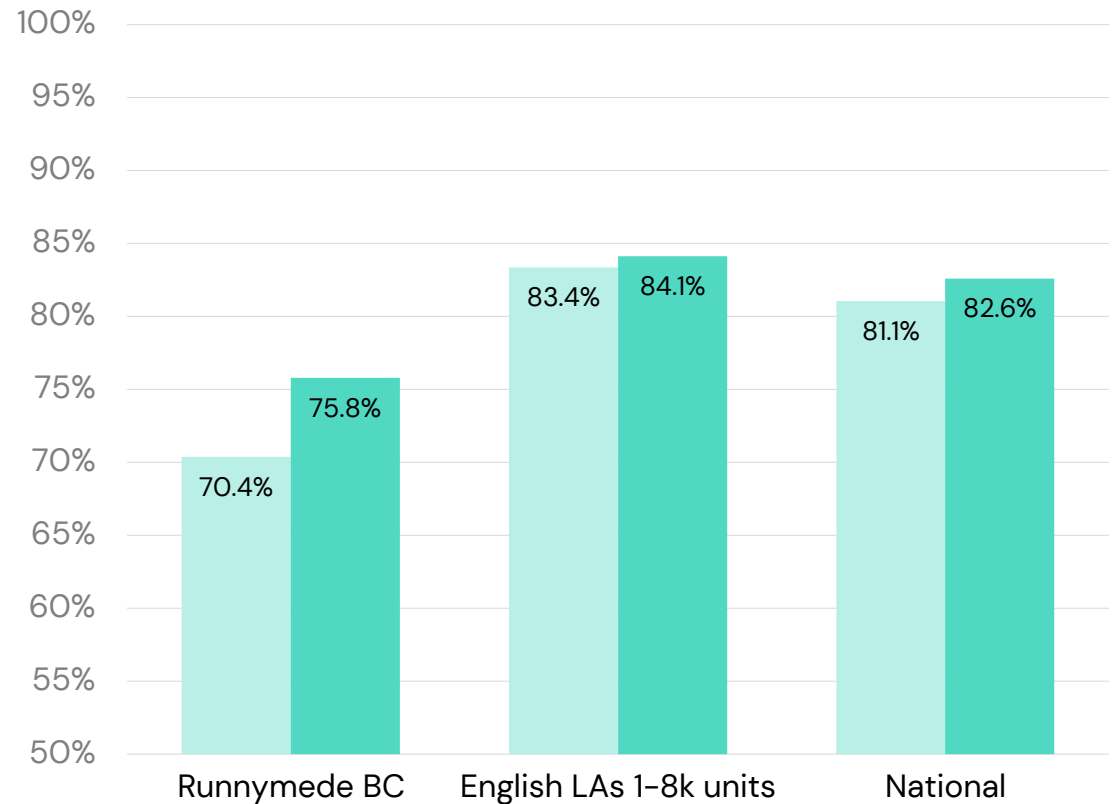
Emergency repairs completed within target timescale

2023/24 2024/25



Non-emergency repairs completed within target timescale

2023/24 2024/25

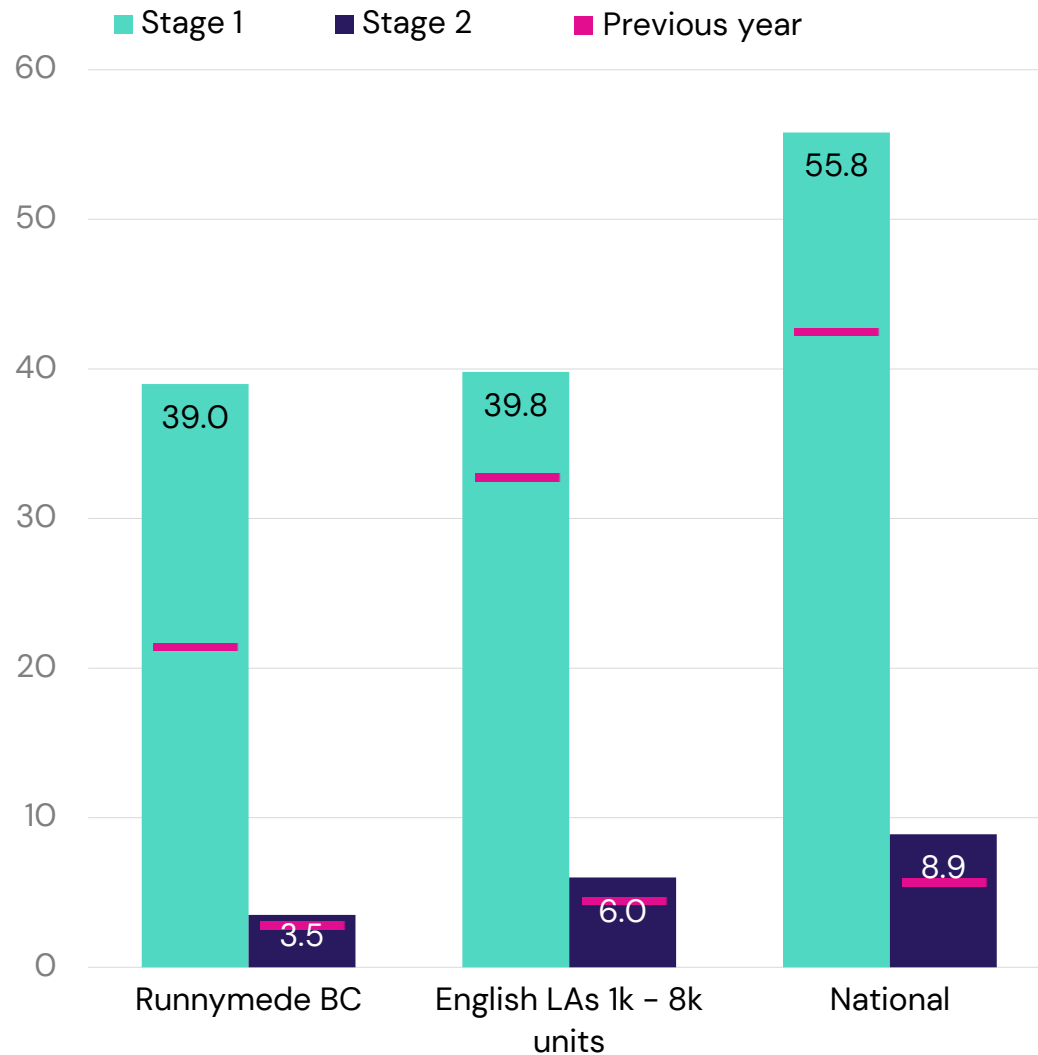


Other management metrics

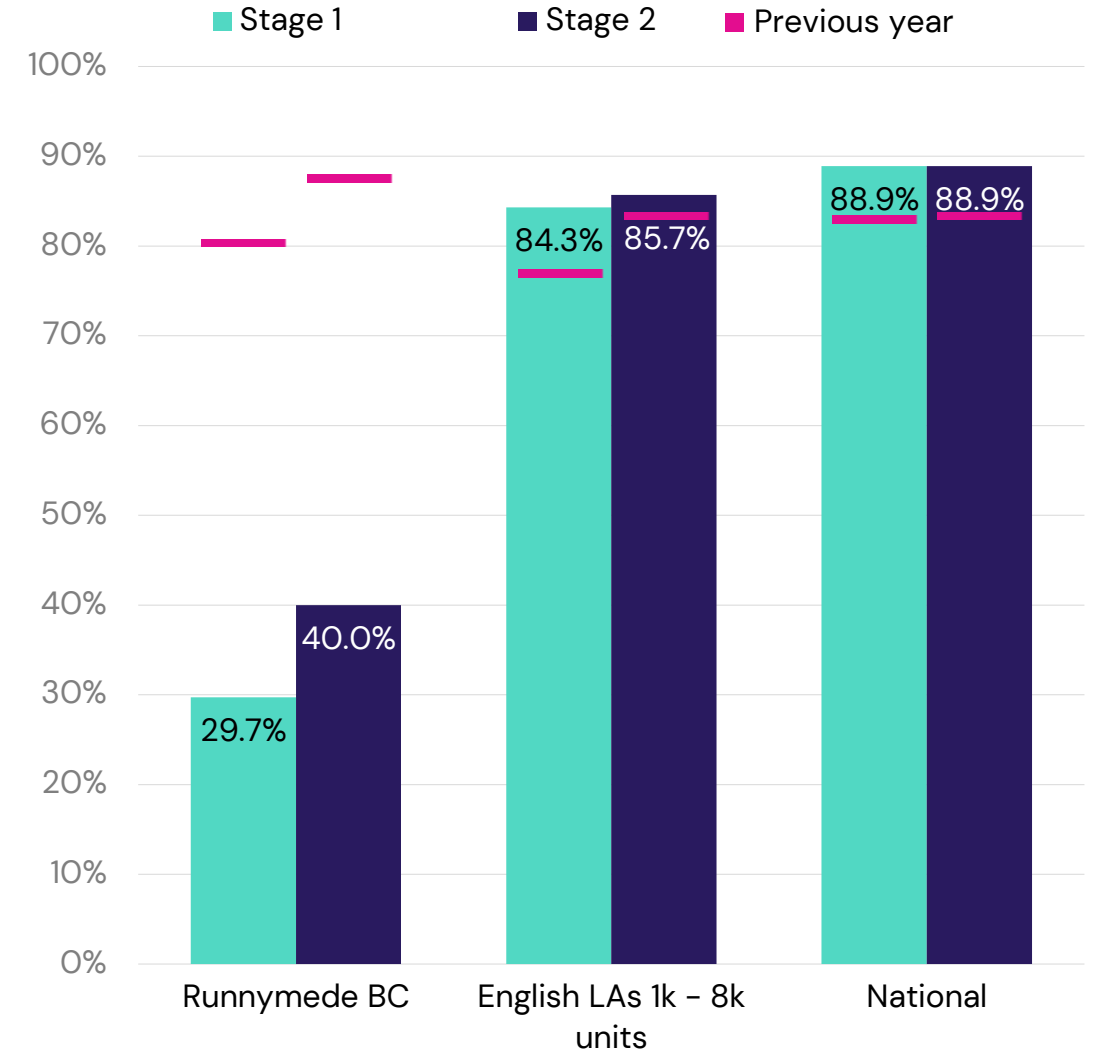
Indicator	Runnymede BC 24/25	Bespoke peer Average 24/25	National average 24/25
Current arrears (%)	2.1	2.0	2.6
Re-let time (days)	53.8	56.5	50
Vacant and available dwellings (%)	1.2	0.5	0.6
Vacant and unavailable dwellings (%)	0.7	1.0	0.8
Repairs completed per 1,000 properties	224	270	291
Works in progress (%)	28.2	10.2	6.0
Proportion of repairs classed as emergency (%)	8.8	19.6	22.8

Complaints

Stage 1 & 2 complaints received per 1,000 units

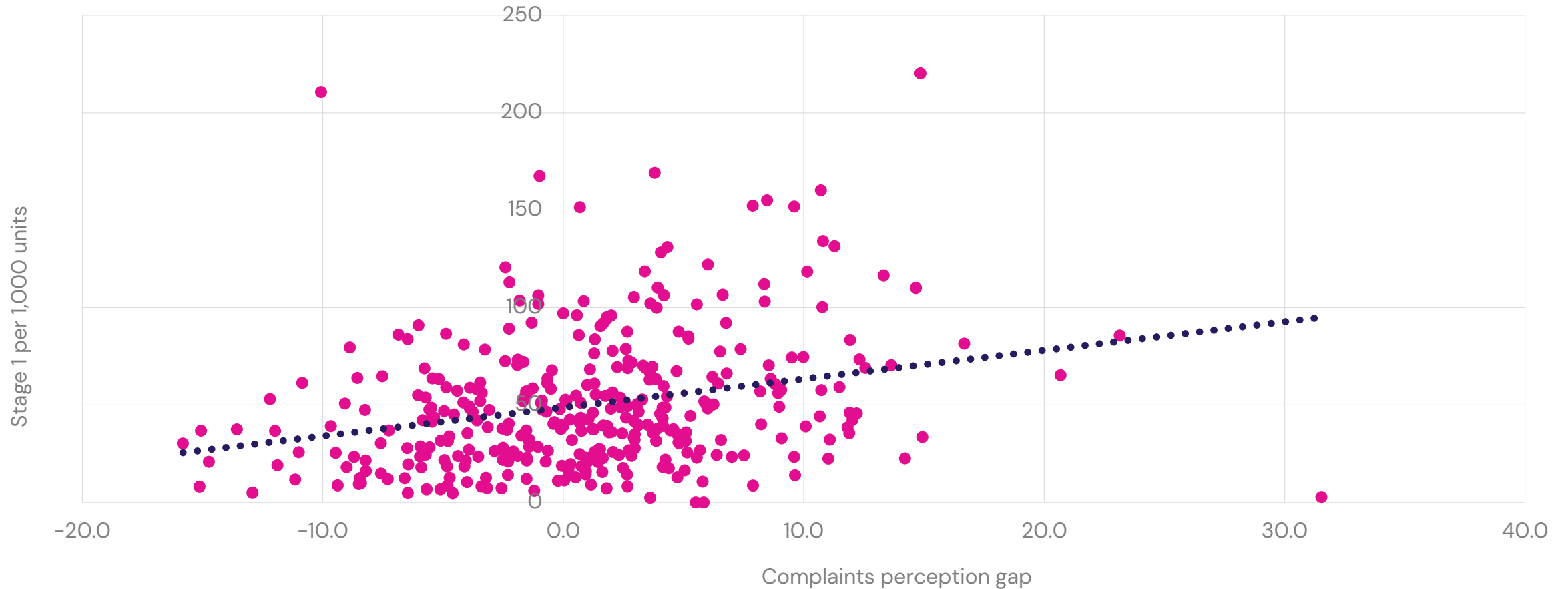


Stage 1 & 2 complaints responded to in target



Counting complaints matters!

Correlation between complaint volumes and perception differential



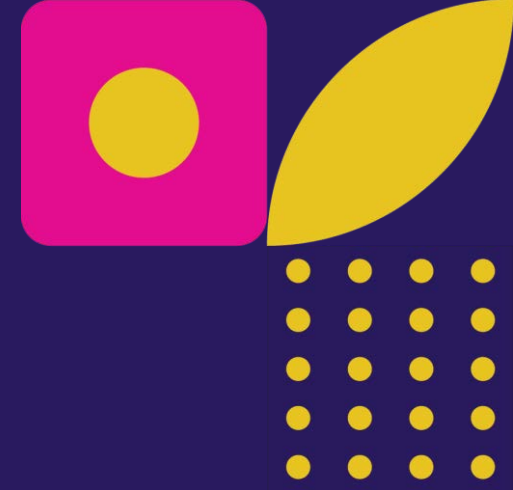
Summary & Recommendations

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Summary

- Overall perception is better than average once adjusted for known survey biases
- Management metrics suggest some challenges in dealing with both repairs and voids backlogs – not many repairs classed as emergency
- Complaints handling is well regarded but response times are slow
- Awaiting latest resourcing data but as at last financial year Runnymede was relatively lean
- Similar local authorities currently strategically investing in business improvement roles within HRA, and elevating their use of data, knowledge and information.



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