

Bromsgrove Shareholders Committee 2025

31 July

Performance Monitoring Report Quarter 1 2025/26

Relevant Portfolio Holder	Councillor Karen May, Leader and Cabinet Member for Strategic Partnerships and Enabling
Portfolio Holder Consulted	Yes / No
Relevant Assistant Director	Judith Willis
Report Author	Matthew Bough Job Title: Strategic Housing Services Manager Contact email: matthew.bough@bromsgroveandredditch.gov.uk Contact Tel: 01527 64252 ext:3120
Wards Affected	All
Ward Councillor(s) consulted	No
Relevant Council Priority	All
Non-Key Decision	
If you have any questions about this report, please contact the report author in advance of the meeting.	

1. RECOMMENDATIONS

The Shareholders Committee RESOLVE that:-

- 1) The Performance Monitoring Report Quarter 1 (Appendix 1) is note.**
- 2) The following Repair target times are approved**
 - a. Emergency Repairs – 24 Hours**
 - b. Urgent Repairs – 7 days**
 - c. Non-Urgent Repairs – 30 Days.**

2. BACKGROUND

- 2.1 The Bromsgrove Shareholders Committee approved the Performance Measures at the meeting of 14 April 2025.
- 2.2 The Committee requested that repairs timeframes be included within the performance monitoring.
- 2.3. There are no target timeframes for the provision of repairs in the private rented sector, however it is proposed to use those that are standard within the social housing sector as below:
 - a) Emergency Repairs e.g. Heating system, Locks – **24 Hours**
 - b) Urgent Repairs e.g. Leak, electrics – **7 Days**
 - c) Non-Urgent – dripping tap, sticking door – **30 days**

**Bromsgrove Shareholders Committee
2025**

31 July

3. OPERATIONAL ISSUES

- 3.1 The performance monitoring report shows a good level of performance provided through Spadesbourne Homes with no complaints and 92% of repairs completed on time.
- 3.2. All Health & Safety requirements for the block of flats are up to date ensuring Allen Court remains safe for residents.
- 3.3 The percentage of rent arrears occurs due to the cross over in payments in relation to payment date. Only one property is currently in arrears.
- 3.3 It is proposed to run an annual survey of tenants annually in September.

4. FINANCIAL IMPLICATIONS

- 4.1 No financial implications have been identified.

5. LEGAL IMPLICATIONS

- 5.1 No legal implications have been identified.

6. OTHER - IMPLICATIONS

Local Government Reorganisation

- 6.1 There are no implications for Local Government Reorganisation.

Relevant Council Priority

- 6.2 Housing - Spadesbourne Homes provides energy efficient homes and helps to balance the housing market by supplying private rented housing in the district.

Climate Change Implications

- 6.3 None as a direct result of this report

Equalities and Diversity Implications

- 6.4 None as a direct result of this report

7. RISK MANAGEMENT

**Bromsgrove Shareholders Committee
2025**

31 July

7.1 None as a direct result of this report

8. APPENDICES and BACKGROUND PAPERS

8.1 Minutes of shareholders committee 14 April 2025.

9. REPORT SIGN OFF

Department	Name and Job Title	Date
Portfolio Holder	Cllr Karen May	.
Lead Director / Assistant Director	Judith Willis	21/07/25
Financial Services	Deb Goodall	21/07/25
Legal Services	N/A	
Policy Team (if equalities implications apply)	N/A	
Climate Change Team (if climate change implications apply)	N/A	