



Solihull
Community Housing
Shaping our neighbourhoods

Performance Against Service Standards Q3 2025-26

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1. Empty Homes

[SCH Empty Homes Service Standard Leaflet.pdf](#)

1.1 The agreed lettable standard

Transactional survey	Q1	Q2	Q3	Q4
% of customers that agreed the home met the lettable standard	90%	54%	47%	

Empty homes inspectors	Q1	Q2	Q3	Q4
% of empty homes inspectors that agreed the home met the lettable standard	100%	90%	100%	

1.2 Information customers should be provided with for their new home

Information	Provided?	Comments
Asbestos report	✓	Asbestos report is left in the property for the tenant. A project is on going to set this up on C365 which will enable electronic copies to be downloaded and provided to tenants at sign up
Guidance of gas safety, energy saving, fire safety in the home	✓	Energy saving not provided
Gas safety inspection certificate	✗	
Electrical test certificate	✗	
Preventing and reporting DMC	✓	
Any appliance and equipment manuals and instruction leaflets where available	✗	
Location of services e.g. stop tap, fuse board, electric and gas meters	✓	Provided verbally

Information provision	Q1	Q2	Q3	Q4
Satisfaction with the information provided before you moved in	81%	92%	85%	

1.3 Actions

- Currently the gas is capped off at re let. The customer raises a request with Dodds for recommissioning of the appliance. The new certificate is sent via post. We are in the process of changing process whereby void works will include a full gas safety check. The certificate will be given to the tenant at sign up. Lettings team will have access to download both on C365.
- Percentage of customers that agreed the home met the lettable standard has reduced over the last nine months. A piece of work will be undertaken by the business intelligence and engagement teams to understand customer experience in more depth.

2. Estate services

[Estates Service Standards 2024.pdf](#)

2.1 Cleaning

High rise	Q1	Q2	Q3	Q4
Number of inspections completed	107	111	105	
% of scheduled inspections completed	100%	100%	100%	
% of inspections passed	100%	100%	100%	
% of bin chutes/biohazard removed in 24 hours	Not recorded	Not recorded	Not recorded	
% of customers satisfied with communal areas management	78%	89%	84%	

Low rise	Q1	Q2	Q3	Q4
Number of inspections completed	569	609	557	
% of scheduled inspections completed	100%	98.96%	100%	
% of inspections passed	97.7%	99.52%	98.38%	
% of customers satisfied with communal areas management	59%	68%	66%	

2.2 Safety

	Q1	Q2	Q3	Q4
% of scheduled fire safety inspections completed on target	100%	100%	100%	
% of evacuation route inspections completed on target	100%	100%	100%	
% of key fobs provided within 24 hour of payment	Not recorded	Not Recorded	Not recorded	

2.3 Wider improvements

	Q1	Q2	Q3	Q4
% of scheduled estate inspections completed	100%	100%	79.36%	

2.4 Actions

- Introduce recording for bin chutes/biohazard removed in 24 hours.
- Discuss % of key fobs indicator. This is difficult to measure.
- Estate inspections reduced during Q3 because of staff shortages, so safety inspections were prioritised. This will be kept under review.

3. Home Options (homelessness and temporary accommodation)

[SCH Home Options Service Standard Leaflet.pdf](#)

[SCH Temporary Accommodation Service Standard Leaflet.pdf](#)

3.1 Information and advice

Information	Provided?	Comments
Provide information about our homelessness service on our SCH website, which you can access anytime at your convenience	✓	Homelessness - Solihull Community Housing

	Q1	Q2	Q3	Q4
Support and guidance from Solihome Team (CSAT)	76%	61%	60%	

3.2 Initial assessment

	Q1	Q2	Q3	Q4
Contact made within 5 days to complete initial assessment	Not recorded	Not recorded	Not recorded	
Contact on the day to complete initial assessment	88%	93%	78%	
Satisfaction with initial triage	77%	72%	84%	
Satisfaction with Housing Needs Assessment	76%	87%	77%	

3.3 Homeless or threatened with homelessness

	Q1	Q2	Q3	Q4
% of duty cases with a Personalised Housing Plan (PHP)	68%	67%	63%	

3.4 Access to the service

	Q1	Q2	Q3	Q4
Ease of access (CSAT)	77%	87%	84%	

3.5 When offering accommodation

	Q1	Q2	Q3	Q4
Number of households in budget hotels for more than 6 weeks (all)	0	0	1	

3.6 Temporary accommodation

	Q1	Q2	Q3	Q4
Average stays in temporary accommodation below 80 days	226	174	187	
Keep average stays in temporary accommodation below 95 days for families	311	218	230	
Average stay in temporary accommodation (budget hotels) no longer than 15 days	2	3	4	
Satisfaction with temporary accommodation	81%	64%	63%	

3.7 Monitoring of standards and service performance

	Q1	Q2	Q3	Q4
Number of case work audits completed	60	62	70	
% of plan audits completed	83%	82.67%	92.86%	
Average audit score	89%	90%	89%	
Achieve prevention or relief for 60% of households who approach us	59.7%	55.85%	56.19%	
Satisfaction with the overall service	71%	67%	70%	

3.8 Actions

- Recording of contact made within 5 days to complete initial assessment.

4. Repairs

[SCH Repairs Service Standard Leaflet.pdf](#)

4.1 Prior to attending you home

	Q1	Q2	Q3	Q4
Make it easy to report a repair (CSAT)	92%	92%	93%	
Make and keep an appointment (CSAT)	97%	96%	98%	

4.2 When attending your home

	Q1	Q2	Q3	Q4
Complete emergency jobs within 24 hours	93.32%	92.30%	90.27%	
Complete urgent jobs with 5 working days	89.52%	85.22%	83.96%	
Be polite and courteous (CSAT)	99%	98%	95%	
Aim to complete 95% of jobs right first time (performance data)	78.07%	79.19%	82.58%	
Aim to complete 95% of jobs right first time (CSAT)	86%	82%	82%	
Keep you informed (CSAT)	92%	93%	91%	

4.3 After the repair

	Q1	Q2	Q3	Q4
Survey a sample of residents - aim for 92% transactional satisfaction	96%	93%	89%	
Carry out quality audits of 10% of completed repairs	-	Not available	Not available	

4.4 Actions

Process is in place within day-to-day repairs to complete quality audits. A process is currently being put in place to report on building safety related repairs. This will be provided from Q4 onwards.

5. Safer Homes

[SCH Safer Homes Service Standard Leaflet.pdf](#)

5.1 Information and engagement

Information	Provided?	Comments
Online access to tenancy agreement	✗	
Provide health and safety information on our website	✓	Safety in your home - Solihull Community Housing
Provide information on the whereabouts of asbestos (if any) within your home. Asbestos reports can be downloaded from the website	✗	
Provide a gas safety certificate at the start of your tenancy, and within 28 days of your annual safety check, if there is gas installation	✗	
Create opportunities for you to be involved in our safety activities for our high rise and low rise buildings	✓	Building safety advocates High rise newsletters Block advocates Pop ups Editorial team SCHape VIP

5.2 Carrying out a repair or compliance check

	Q1	Q2	Q3	Q4
Make it easy to report a building safety repair (CSAT)	95%	86%	93%	
Make and keep an appointment (CSAT)	98%	93%	100%	
Be polite and courteous (CSAT)	97%	95%	98%	
Keep you informed (CSAT)	Not measured	Not measured	Not measured	
Leave your home in a safe, secure and clean condition following completion of any work (CSAT)	99%	98%	100%	

Survey a sample of residents (Overall transactional satisfaction)	95%	90%	100%	
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5.3 Compliance

	Q1	Q2	Q3	Q4
Carry out electrical inspection every 5 years	98.81%	97.98%	98.29%	
Carry out annual fire risk assessments to our high rise buildings (more than three storeys)	100%	100%	100%	
Carry out fire risk assessments to our low rise buildings every 3 years	100%	100%	100%	
Monitor and manage water supplies at homes with more than three storeys and with communal areas	100%	100%	100%	
Check that our lifts are in safe working order	100%	100%	100%	

5.4 Actions

- Currently the gas is capped off at re let. The customer raises a request with Dodds for recommissioning of the appliance. The new certificate is sent via post. We are in the process of changing process whereby void works will include a full gas safety check. The certificate will be given to the tenant at sign up. Lettings team will have access to download both on C365.

6. Resident Engagement

[SCH Resident Engagement Service Standard Leaflet.pdf](#)

6.1 Service provision

Standard	Provided?	Comments
We will not make any decisions about the services we provide or change the way we do things without giving you the opportunity to voice your ideas, concerns or opinions. Our approach is simple - 'nothing about you, without you'	✓	Engagement-Framework-October-2023.pdf Customer engagement - Solihull Community Housing VOC report (from Q2 2025)
We will make it as easy as possible for you to get involved with us and within your local community; engagement opportunities are flexible and designed to suit the amount of time you have spare at any one time and to reflect your areas of interest or skill	✓	
We welcome residents from diverse backgrounds and with a mix of interests to talk to and work with us	✓	VIP and SCHape demographic profiles
We will provide support and resources to help you engage with us effectively. This includes supporting you to become digitally included through training that you may find useful to develop your skills and knowledge. You will also have access to a dedicated area on the website for our involved residents to access useful information	✗	No dedicated area on the website
We will provide regular feedback to you after engagement events to keep you up to date with how your involvement has impacted on our services	✓	VIP monthly update Newsletter

6.2 Measures

	Q1	Q2	Q3	Q4
Number of residents actively engaged with SCH	From Q2	947	473	
Number of survey responses	769	822	722	
SCHape Panel recommendations	0	31	0	
Satisfaction that SCH listens to and acts upon tenants' views	66.37%	64.08%	69.44%	
Impact assessments completed	12	10	11	

6.3 Actions

- Revise standard as dedicated platform on the website is not currently feasible.
- Use VOC report to promote impact of engagement to all residents.



7 ASB

Service standard currently being revised following policy update. To be included from Q4 onwards.