

September 2026 Update

The RSH identified failings that IBC did not have an accurate record at an individual property level of the condition of each home based on a physical assessment to ensure that homes meet the requirements of Section 5 of the Government's Decent Homes Standard (DHS).

Currently a total of 7,536, 89.2% of all surveys have been completed

A total of 105 – Category 1 hazards (The most serious) have been identified all of which have been resolved. The total number of class 1 hazards vs the number of surveys = 1.39%.

A total of 385 – Category 2 hazards (Less serious, but still important each hazard gets completed in a reasonable period) have been identified with 336 hazards being fully resolved. The total number of class 2 hazards vs number of surveys = 5.1%.

We now expect to complete all home surveys by November 2026 (subject to gaining access), with a future plan as to how these surveys will be completed once every five years.

RSH lacked assurance that Ipswich BC had an understanding as to whether its services deliver fair and equitable outcomes for tenants

We have currently obtained 72% of all tenant data (protected characteristics). We would like to say thank you to everyone that has provided their details.

We monitor progress capturing tenant data at every opportunity.

We are currently consulting with a sample of 200 tenants to ensure that proposed reasonable adjustments align with tenant expectations and that our service delivery is meeting the needs.

We are using both tenancy and property data to target proactive visiting and prioritising our resources towards households that may otherwise have unmet repair needs.

We are currently developing how we will apply reasonable adjustments in everything we do.

We are using the insight that tenants have provided us to focus on key areas including how we tailor our services to meet individual tenants' needs in relation to damp and mould, and mobility.

RSH lacked assurance that Ipswich BC engagement with tenants was meaningful as there was no clear evidence of how services had directly been influenced as a result

Our Tenant Engagement Action Plan is now 70% complete with the remaining 30% in progression and due for completion by March 2027. Our model of Tenant Engagement known as Choice for Voices has been strengthened and we have seen an increase in the number of tenants involved in engagement opportunities.

We have recently undertaken a review of our existing Tenant Engagement Strategy

We have created a revised action plan that has been co-produced with tenants

Tenants have now concluded our first Scrutiny review and have now separated the Complaints and Scrutiny Panel into two separate panels. Engaged tenants have developed membership arrangements.

We held a successful engagement event in August 'Totally Local' 500 people attended.