

# Annex 3

Completion time	Registered Provider name	Current housing stock in Tonbridge and Malling Borough	Of the total housing stock, how many homes are Shared Ownership?	Of the total housing stock, how many homes are rented?	Of the total rented stock how many are Social Rent?	Of the total rented stock how many are Affordable Rent?	Please provide a Housing stock dataset by address (including postcode) with tenure, rent type, property type and size information by email to gillian.aylett@tmhc.gov.uk	Occupancy Information - please provide occupancy rating information to show how many homes you have under-occupied, how many are overcrowded and how many meet the standard	How many voids have you had over the last financial year 2024-2025?	How many voids were there as at 31 March 2025?	How many properties have been let in the last financial year? Please include all lets, for true voids and non true voids	Of these lets, how many were let through Local Authority nomination?	Of these lets, how many were through direct by your organisation, let management or mutual exchanges?	If you have an active local lettings plan (LLP) in the Borough please provide information on the application of the plan to lets, re-lets, sales and re-sales	Please provide any documents summarising LLP application e.g. shared ownership sales summary showing the local commission of buyers by email to gillian.aylett@tmhc.gov.uk	What is your approach to rent conversions?	How many ASB cases were logged during financial year 2024-25?	Please provide information about the type of ASB cases with numbers	How many ASB cases were closed during the financial year and what was the associated outcome?	Customer contact information - please provide a brief outline of if you have a resident satisfaction score monitoring in place, what is your latest score? the number of customer contact cases across the last financial year and satisfaction information		
17/10/25 11:46	Tonbridge United Charity	6	0	6	6	6	No	all occupied	none	none	6	n/a	n/a	n/a	No, I don't have any supplementary information	n/a	0	0	n/a	n/a	n/a	
21/10/25 15:28	Sage Homes	125	43	82	0	82	Yes	all meet the standard as far as we are aware	please see quarterly returns	please see quarterly returns	please see quarterly returns	all, unless otherwise agreed	all direct or through MX	All vacancies notified to TMBC for nominations from TMBC	No, I don't have any supplementary information	The indexation is specific to each lease	94.3	per thousand			Our national score is 88% for rental and 59% for shared ownership customers. Housing Customer Satisfaction - Random 69.7% Housing Customer Satisfaction - Transactional 65.5% Clarion Response Customer Satisfaction - 90.489 Random surveys are based on customers who have had no recent transactions with Clarion. The questions asked related to: •Maintenance of grounds and communal areas •Safety & Security of customers' property Transactional surveys are based on customers who have had recent transactions with Clarion. The questions asked related to: •Helpfulness of staff •Efficiency of staff •Staff keep customers informed •Quality of the work carried out •Reliability of appointments •Helpfulness of contractor •Meeting the deadline for the completion of the repair •The safety of the property work is carried out "	
23/10/25 17:20	Clarion	7243	393	6617	5772	845	Yes	Unable to provide data	382	126	268	166 plus 37 failed nominations	102 (incl failed nominations let elsewhere)	Kings Hill (new build)	No, I don't have any supplementary information	Unable to provide data	489		Domestic abuse 330, offensive behaviour or gestures 325, verbal abuse 328, drug taking 281, criminal damage 239. This is our top 5 most common types of ASB	487	14 cases - Nuisance stopped - 7, Not Validated as ASB - 2, Withdrawn or no further action evidence - 3	Official data from the last financial year, sourced from the TSM submission for the West Kent area (which includes Tonbridge & Malling), shows that a total of 524 customers participated in a telephone or online survey. Of these, 309 responses were from LCRAs residents and 215 from LCHO residents.
24/10/25 11:36	Moat Homes Ltd	894	422	381	198	183	Yes	TBC	79 - 31 were new build homes	33 - 30 General Needs, 2 Retirement Living and 1 Supported	50	TBC	6 Mutual exchanges	TBC	Yes, I will send supplementary information	Not currently actively doing any	16		Noise - 2, Verbal Abuse - 5, Alcohol - 1, Garden Nuisance - 1, Litter/Rubbish - 1, Physical Violence - 2, Options exhausted/lack of evidence - 3		The overall combined satisfaction score for TSMs in the last financial year, covering the specific geographical area, was 63.6%. When broken down by tenure, the satisfaction scores were: Over: 63.6%, LCRAs: 75.2% and LCHO: 46.4%	
24/10/25 15:10	First Priority Housing Association	1	0	1	0	0	Yes	100% occupancy	0	0	0	0	0	N/A	No, I don't have any supplementary information	N/A	0	0	0		This year's Tenant Satisfaction Measures survey not yet completed	Both tenants reported they were Happy across all scores
24/10/25 15:45	Riverside Housing Group	30	0	30	30	0	Yes	All meet standard	5	0	5	0	New relets applied for an available property but not within Riverside	N/A	No, I don't have any supplementary information	All affordable rent - housing for older people paid either monthly or weekly	0	N/A	N/A		not available at this level	not available at this level
27/10/25 14:01	Town and Country Housing	394	80	314	102	209	Yes	101 under and 1 over	37	9	29	26	3	no	No, I don't have any supplementary information	No plans for AR to social	YTD 19	6 safeguarding 4 noise - main reasons	14	Unable to provide for Tonbridge and Malling alone - 84% resolved in total in 2024/25	77.6%	
28/10/25 11:27	Golding Homes	189	0	189	164	25	No	Unable to provide for Tonbridge and Malling alone	11	9	4	2	2	TBC	No, I don't have any supplementary information	TBC	3				Overall Satisfaction TSM score - For all LCRAs customers not just Tonbridge and Malling = 68.6%	
04/11/25 12:37	mhs homes group	114	19	95	0	95	Yes	11.4.26% Overcrowded, 91.49% meets standard and 4.26% under-occupied	4	0	63	63	0	N/A	No, I don't have any supplementary information	We do not undertake rent conversions we will not know more until after the Autumn Statement at the end of this	0					
06/11/25 11:12	Sanctuary Housing Association	74	0	74	69	5	Yes	1 Let that meets the standard	1	none	1	1	0	n/a	No, I don't have any supplementary information	1 Prostitution / Sexual Acts / Kerb Crawling	1	1 - Resolved	Surveyed 2 customers for TSM - and 12 responsive repairs			

Completion time	Registered Provider name	How many complaints have been recorded in the last financial year?	Please provide a summary of complaint outcomes	How many repairs were completed in 2024-25? Please breakdown by major and minor where possible	How many repair requests from residents were recorded in 2024-25?	Of the repair cases recorded in 2024-25 how many were fixed on first visit?	What is your Gas safety compliance rate?	What is your Fire Safety compliance rate?	What is your Electrical compliance rate?	How many new homes did you deliver during 2024-25? Please provide tenure	Please email information on new homes delivered to gillian.aylett@tmbc.gov.uk please provide information by development name and include tenure, property type and size and rent type, and whether S10	How many new Shared Ownership home sales were there in 2024-25? Please provide tenure	Of which, how many new Shared Ownership homes were sold to first time buyers?	How many Shared Ownership owners staircased to outright ownership during the year 2024-25?	How many Shared Ownership resales were there in 2024-25?	Of the resales, how many Shared Ownership resales were sold on a shared ownership basis? And how many were sold on the open market no longer as Shared Ownership?	What is your delivery pipeline in Tonbridge and Malling?	What are your key site requirements for new developments? e.g. minimum number of units, tenure mix or key points relating to S106 agreements
17/10/25 11:46	Tonbridge United Charity	0 none received		7 minor, 1 major	8	7	not known - boilers serviced 11.08.25, landlord gas safety records held	not known - KFRS visited all residents January 2024	not known - EICR completed December 2023	n/a	No - we have not delivered any new homes in the last financial year	n/a	n/a	n/a	n/a		0 for all 6 properties to continue to be occupied	n/a
21/10/25 15:28	Sage Homes	We don't hold this information by borough - the number of complaint was 0 21.5 per thousand homes		We don't hold this information by borough			99.97	99.77		22 - 21 AR and 1 SO	No - we have not delivered any new homes in the last financial year	1					0	
23/10/25 17:20	Clarion	The following has been identified to improve future service delivery and customer satisfaction: Follow Policy and Procedure. Keep customers informed. Monitor follow-on-works. Resolve issues within the SLA. Attend all appointments.	558	17,995 - Unable to categorise into major and minor, as responsive repairs have not previously been classified in this way.	20,626	78.94%	99.82%	All areas 100% with the exception of fire alarm (quarterly) being 94.74%	98.94%	There were no new homes delivered in T & M in 2024/25.	No - we have not delivered any new homes in the last financial year	0	0	2	22		"The pipeline is as follows: *East Malling Garage Sites - 13 x homes for rent across four garage sites; target SoS Feb-25 (currently in contract negotiation stage). *St George's Court, Wrotham - 37 x homes for rent and SO; contract let and demolition complete, ready to commence full works on receipt of planning clarifications. *Lower Hayden Lane, Tonbridge - on site and delivery new homes, current forecast as follows but do not that programme under review and later homes will come forward 22 (we will continue to keep T & M updated): "	*key requirements are as follows: *Minimum scale 50 homes (which could be a mix of S106 and additionality) *Tenure mix as prescribed by S106 or in line with HE funding programmes (expected to be a mix of SR and SO moving forwards) *S106 requirements - adequate mortgage in possession exclusion clause oHE nomination requirements of 100%/75% oAdditionality sits outside of S106 provisions to enable charging at full levy and not restricted to EUV
24/10/25 11:36	Moat Homes Ltd	41 related to repairs where we had a failing contractor, 4 due to poor communication and the others were service failure or contractor related. Only 1 of these was not upheld.	59	2859	2454		We don't record how many we publish % - rate for last year was 85.08% 99.80%	100%	99.96%	51 Affordable Rent & 16 Shared Ownership	Yes - I'll provide delivery information	16	15	5 to 100% and 3 Partial staircasings	17		We have 89 homes in the pipeline at Winterfield Lane and Kings Hill. 80 of these have been delivered in 25-26 and the remaining 9 homes are due to complete in 16 November	
24/10/25 15:10	First Priority Housing Association	0 N/A		6 - all minor	0	6	Expires September 2026	Fire Alarm servicing expires February 2026	Fixed wire testing expires September 2028	0	No - we have not delivered any new homes in the last financial year	0	0	0	0		0 No new units planned	N/A
24/10/25 15:45	Riverside Housing Group	Communal area - standard of workmanship - resolved 10/09/2024 Leslie Tee Court - incomplete repair - 2 resolved 13/12/2024	103		118	79	N/A	100% (17/1)	94% (29/31)	0	No - we have not delivered any new homes in the last financial year	N/A	N/A	N/A	N/A		0 0	Generally we are now only looking at schemes with a minimum of 100 units with location being more of a key factor that it was before and ensuing we have existing stock in the area.
27/10/25 14:01	Town and Country Housing	578 Unable at local level		30000	30000	70%	100%	100%	100% in 10 years and 98% in the last five years	0 in TMBC	No - we have not delivered any new homes in the last financial year	0	0	0	14		1 0 currently on site	Cover at the meeting on Wednesday
28/10/25 11:27	Golding Homes	Unable to provide for Tonbridge and Malling alone - 96.6% upheld rate 24 overall		Unable to provide for Tonbridge and Malling alone without further investigation	Unable to provide for Tonbridge and Malling alone without further investigation	Unable to provide for Tonbridge and Malling alone without further investigation	100%	100%	100%	0 in Tonbridge and Malling	No - we have not delivered any new homes in the last financial year	0 in Tonbridge and Malling	0 in Tonbridge and Malling	0 in Tonbridge and Malling	0 in Tonbridge and Malling			
04/11/25 12:37	mhs homes group	Upheld - complaint about the length of 1 time to complete a flooring repair		430 responsive repairs completed - we do not categorise our responsive repairs as major or minor, only by target timescale	421		100%	100%	98.93%	63 - 58 Affordable and 5 Shared Ownership	Yes - I'll provide delivery information	5	3	0	0		6 shared ownership homes at DeHavilland Place	Our preferred scheme size is 25-30 units and we prefer a 60% Affordable Rent to 40% Shared Ownership tenure mix, less flats more family housing would be our preference. Flats are proving more difficult to sell, even in town centre locations. For any Shared Ownership units, houses are definitely preferable, 2 and 3 beds ideally but we are getting some enquiries for 4 beds. 4 beds would need to be low numbers and there is a real balance in affordability as the values can become prohibitive in terms of affordability but at the same time Shared Ownership may be the only affordable option for people seeking a 4 bed. It would also help us to take sites forwards, if consideration was given to updating S106 wording to recognise mhs as an affordable housing provider.
06/11/25 11:12	Sanctuary Housing Association	2 - don't have outcomes, 2 Not Upheld, 7 3 Upheld		163 - 9 Majors 154 Minor	tbv		We do not calculate this metric	97.33%	Not applicable no blocks in area	100%	We have not delivered any new homes	No - we have not delivered any new homes in the last financial year	0	0	0		0 We don't have any other pipeline developments in this borough	We don't have any other pipeline developments in this borough

2024 25 stock reported through data form

Registered Provider name	Sum of Current housing stock in Tonbridge and Malling Borough	Sum of Of the total housing stock, how many homes are Shared Ownership?	Sum of Of the total housing stock, how many homes are rented?
Clarion	7243	393	6617
First Priority Housing Association	1	0	1
Moat Homes Ltd	894	422	381
Riverside Housing Group	30	0	30
Sage Homes	125	43	82
Tonbridge United Charity	6	0	6
<b>Grand Total</b>	<b>8299</b>	<b>858</b>	<b>7117</b>