

Councillor Linda Beresford, Cabinet Member for Housing

Riverside House
Main Street
Rotherham
S60 1AE

Email linda.beresford@rotherham.gov.uk
Email the Council for **free** @ your local library!

Our Ref: LB/LH
Direct Line: (01709) 822422

Please Contact:
Councillor Linda Beresford

27th May 2026

Cllr Simon Ball
Elected Member

Via email: simon.ball@rotherham.gov.uk

Dear Cllr Ball

Question at Council – Wednesday 20th May 2026

Thank you for your question at Council on Wednesday 20th May 2026. I have set out your question and my response below.

RMBC is still the landlord with the most tenant complaints over delays. What are current average response times, and when will the new standards show real improvements?

I'm interested in how you make that claim and would be interested to know what information you hold on the borough's other landlords and their response times.

However, we do know a lot about the council's response times. We know that in terms of emergency repairs, the service offered by Rotherham Council to complete works within *4 hours* exceeds regulatory requirements even for a *24-hour* response.

In terms of non-urgent repairs, the average response time against the 28-day target is 13 days. Performance for February 2026 shows that 99.3% of emergency repairs were completed in time and nine out of ten of non-urgent repairs.

Our most recent tenant satisfaction results highlight strong core landlord responses - consistently scoring higher than national comparators and reflect the professionalism of staff interactions, strong compliance arrangements, and improving communication.

Of course, we know that when people do face delays that can be frustrating and worrying, and we always want to do better.

I hope you find this information helpful.

Yours sincerely



Cllr Linda Beresford

Labour Member for Greasbrough Ward
Cabinet Member for Housing