

PERFORMANCE INFORMATION

Below is a snapshot of how well we are performing. Please visit our website for further updates.

RESPONSIVE REPAIRS	REPAIRS COMPLETED	AVERAGE TURNAROUND TIME	% COMPLETED WITHIN 28 DAYS
Q1 April - June 25 performance	1148	23 days	73%

As at the end of quarter 1, 30 June 2025, current tenant rent arrears as a % of rent charged:

INCOME COLLECTION	TARGET	ACTUAL	AMOUNT
GENERAL NEEDS RENTED	4%	4.7%	£361,559
RENTPLUS HOMES	3%	3.6%	£59,297
SHARED OWNERSHIP	2.5%	1%	£3,849

HEALTH AND SAFETY	TARGET	Q1 June 25	Q2 Sept 25	Q3 Dec 25	Q4 Mar 26
GAS SAFETY COMPLIANCE	100%	99.9%			
10 YEAR ELECTRICAL SAFETY COMPLIANCE	100%	97.8%			
FIRE SAFETY IN COMMUNAL AREAS	100%	98%			

ANTI-SOCIAL BEHAVIOUR, SAFEGUARDING AND DOMESTIC ABUSE

<p>Between 1 April 2025 and 30 June 2025 we have managed:</p> <ul style="list-style-type: none"> - 12 anti-social behaviour cases - 2 safeguarding concerns - 2 domestic abuse concerns 	ASB TYPE	CASES
	ANIMAL RELATED NUISANCE	2
	CRIMINAL DAMAGE/VANDALISM	0
	INTIMIDATION/HARASSMENT	2
	ILLEGAL USE OF PROPERTY	1
HOME IMPROVEMENT WORKS	NOISE	3
<p>In the year to 30 June 2025 we have completed:</p> <ul style="list-style-type: none"> - 11 new bathrooms - 2 new kitchens - 1 replacement doors and windows - 4 replacement gas boilers - 3 replacement renewable heating systems 	NUISANCE BEHAVIOUR	1
	SUBSTANCE MISUSE	1
	RUBBISH/FLY TIPPING	2
	TOTAL	12