

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
Q2 July - September performance	939	29 days	65%

As at the end of quarter 2, 30 September 2025, current tenant rent arrears as a % of rent charged:

INCOME COLLECTION	TARGET	ACTUAL	AMOUNT
GENERAL NEEDS RENTED	4%	4.7%	£361,982
RENTPLUS HOMES	3%	3.4%	£55,450
SHARED OWNERSHIP	2.5%	1.3%	£4,897

HEALTH AND SAFETY	TARGET	Q1 JUN 25	Q2 SEPT 25	Q3 DEC 25	Q4 MAR 26
GAS SAFETY COMPLIANCE	100%	99.9%	99.7%		
5 YEAR ELECTRICAL SAFETY COMPLIANCE	100%	97.1%	97.7%		
FIRE SAFETY IN COMMUNAL AREAS	100%	98%	98%		

ANTI-SOCIAL BEHAVIOUR, SAFEGUARDING AND DOMESTIC ABUSE

Between 1 July 2025 and 30 September 2025 we have managed:

- 13 anti-social behaviour cases
- 1 safeguarding concerns
- 0 domestic abuse concerns

ASB TYPE	CASES
ANIMAL RELATED NUISANCE	1
CRIMINAL DAMAGE/VANDALISM	0
INTIMIDATION/HARASSMENT	3
MISUSE OF COMMUNAL AREAS	0
NOISE	5
NUISANCE BEHAVIOUR	0
SUBSTANCE MISUSE	4
VIOLENCE	0
TOTAL	13

HOME IMPROVEMENT WORKS

In Q2, to 30 September 2025, we have completed:

- 7 new bathrooms
- 4 new kitchens
- 6 replacement gas boilers
- 1 replacement renewable heating system
- 1 replacement solar & PV panels
- 1 new communal door entry system