

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 |
|-------------------------------|-------------------|-------------------------|----------------------------|
| Q3 Oct - Dec 2025 performance | 1645 | 20 days | 73% |

As at the end of quarter 3, 31 December 2025, current tenant rent arrears as a % of rent charged:

| INCOME COLLECTION | TARGET | ACTUAL | AMOUNT |
|----------------------|--------|--------|----------|
| GENERAL NEEDS RENTED | 4% | 4.5% | £349,814 |
| RENTPLUS HOMES | 3% | 3.6% | £57,552 |
| SHARED OWNERSHIP | 2.5% | 1.4% | £5,521 |

| HEALTH AND SAFETY | TARGET | Q1 JUN 25 | Q2 SEPT 25 | Q3 DEC 25 | Q4 MAR 26 |
|-------------------------------------|--------|-----------|------------|-----------|-----------|
| GAS SAFETY COMPLIANCE | 100% | 99.9% | 99.7% | 99.9% | |
| 5 YEAR ELECTRICAL SAFETY COMPLIANCE | 100% | 97.1% | 97.7% | 97.3% | |
| FIRE SAFETY IN COMMUNAL AREAS | 100% | 98% | 98% | 100% | |

ANTI-SOCIAL BEHAVIOUR, SAFEGUARDING AND DOMESTIC ABUSE

| | | |
|--|---------------------------|--------------|
| Between 1 October 2025 and 31 December 2025 we have managed: | ASB TYPE | CASES |
| <ul style="list-style-type: none"> • 8 new anti-social behaviour cases • 6 safeguarding concerns • 0 domestic abuse concerns • 0 hate crimes | ANIMAL RELATED NUISANCE | 0 |
| | CRIMINAL DAMAGE/VANDALISM | 0 |
| | INTIMIDATION/HARASSMENT | 0 |
| | MISUSE OF COMMUNAL AREAS | 0 |
| | NOISE | 4 |
| HOME IMPROVEMENT WORKS In Q3, to 31 December 2025, we have completed: <ul style="list-style-type: none"> • 12 new bathrooms • 4 new kitchens • 19 replacement gas boilers • 3 replacement renewable heating system | RUBBISH/FLY TIPPING | 1 |
| | SUBSTANCE MISUSE | 1 |
| | UNACCEPTABLE BEHAVIOUR | 1 |
| | VEHICLE RELATED | 1 |
| | | |
| | TOTAL | 8 |