



Operational Report

Q1 performance ending 30 June 2026

Performance Report and Management Information Q1

Performance Indicator/ Management Information	Q1	Q2	Q3	Q4	Year to Date	Q1	Year to Date	Target Year End	On Target Q End	Trend  
Rents Rent Collection (% of debit YTD)	99.49%	98.92%	99.50%	100.33%	100.33%	97.71%	97.71%	99%		
Arrears (last weekend of the month) - Total Current Tenant Arrears % of Debit - Former Tenant Arrears - Total Credit <i>*£1,970 bad debt write off 3/2/26</i>	£21,047	£20,372	£21,982	£19,480	£19,480	£22,629	£22,629	£23,000		
	1.04%	1.02%	1.09%	0.96%	0.96%	0.99%	0.99%	1%		
	£4,482	£5,923	£6,007	£3,954*	£3,953	£4,367	£4,367	£4,500		
	£57,961	£50,349	£52,999	£67,650	£67,650	£66,572	£66,572	£50,000		
Sundry Debt - Current Tenant Recharges - Former Tenant Recharges <i>156 bad debt write off 3/2/26</i>	£4,303	£5,375	£7,009	£6,160	£6,160	£5,717	£5,717	£3,500		
	£12,400	£13,250	£12,845	£10,872*	£10,872	£9,725	£9,725	£12,000		

Performance Report and Management Information Q1

Performance Indicator/ Management Information	Q1	Q2	Q3	Q4	Year to Date	Q1	Year to Date	Target Year End	On Target Q End	Trend  
Void										
• Void Loss YTD (% of debit)	0.38%	0.34%	0.28%	0.22%	0.22%	0.41%	0.41%	0.5%		
Normal Voids										
• Void Numbers (including new lets)	7	5	11	7	30	16	16	35(20 norm & 15 new lets)		
• Average Re Let time (in days)	12.4days	1.9 days	9 days	0.4days	7.0 days	5.9 days	5.9 days	10 days		
EPC Voids										
• Void Numbers	0	0	0	0	0	2	2	5		
• Average Re let Time (in days)	0 days	0 days	0 days	0 days	0 days	31days	31 days	28 days		

Performance Report and Management Information Q1

Performance Indicator/ Management Information	Q1	Q2	Q3	Q4	Year to Date	Q1	Year to Date	Target Year End	On Target Q End	Trend  
Repairs										
Emergency	12	8	3	0	23	0	0			
• number of jobs	12	8	3	0	23	0	0			
• % completed within 24hrs (TSM)	100% 100%	100% 100%	100% 100%	- -	100% 100%	- -	- -	100% 100%		
Non-Emergency	138	177	203	132	650	144	144			
• number of jobs	138	177	203	132	650	144	144			
• % completed within 28 days (TSM)	88% 88%	96% 96%	97% 97%	94% 94%	94% 94%	96.5% 96.5%	96.5% 96.5%	95% 95%		
• Excluding tenant delay request YTD	97% 97%	97% 97%	99.5% 99.5%	98% 98%	98% 98%	99% 99%	99% 99%	95% 95%		
Average Repair Time	11.7 days	9.9 days	9.3 days	12 days	10.25days	13.12 days	13.12days	12 days		
Gas Repairs										
• Number of repairs	31 31	41	52	14	138	26 26	26			
• % Completed on time	97%97%	93%	94% 94%	86%	94%	85% 85%	85% 85%	95%		

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Performance Indicator/ Management Information	Q1	Q2	Q3	Q4	Year to Date	Q1	Year to Date	Target Year End	On Target Q End	Trend  
Resident Satisfaction										
1 - Did the contractor make an appointment with you?	99%	100%	99%	99%	99%	99%	99%	95%		
2 - Was the work completed to a satisfactory standard?	99%	100%	98%	100%	99%	98%	98%	95%		
3 - Was the repair completed by the due date & on the first visit?	97%	97.5%	95%	100%	97%	94%	94%	95%		
4 - Were you satisfied with the way the repair was handled by the Association?	99%	100%	98%	99%	99%	100%	100%	95%		
% of total completed repairs surveyed	85%	45%	64%	60%	62%	56%	56%	50%		
5. Was the repair value for money?										
- Contacts made % agree value for money	127 96%	79 100%	130 98%	79 100%	415 98%	76 95%	76 95%	95%		
RLC Question										
- Contacts made - Were you kept informed (start Q4)				79 100%	79 100%	78 98%	78 98%			

Performance Report and Management Information Q1

Management Area	Q1	Q2	Q3	Q4	Year End 25/26	Q1	Total/year end 26/27
Reported Incidents of Anti-Social Behaviour (TSM per 1,000 prop.)	2	0	0	1	3	4	4
Proportion of Hate Crime	0	0	0	0	0	0	0
Complaints Received (TSM per 1,000 properties)							
• Stage 1	1	0	1	1	3	3	3
• Stage 2	0	0		0	0	1	1
Complaints responded to within Complaint Handling Code.			0				
• Stage 1	1	1	0	1	4	3	3
• Stage 2	0	0		0	0	1	1
Insurance Claims							
• Open Claims at quarter end	1 0	1 0	0 0	0 0	0 0	0 0	0 0
• New Claims YTD							
Shared Ownership Sales YTD							
• Number of S/O properties acquired.	0	0	0	0	0	0	0
• Actually Sold	0	0	0	0	0	0	0
• Average number of days held before sale (target 150)	0	0	0	0	0	0	0
• S/O properties held for sale.							
Average no of days held Awaiting sale	0	0	0	0	0	0	0
Evictions	0	0	0	0	0	0	0