Operational Report

Q2 Performance ending 30 September 2026

Performance Indicator/ Management Information	Q2	Q3	Q4	Year to Date	Q1	Q2	Year to Date	Target Year End 26/27	On Target Q End	Trend
Rents										
• Rent Collection (% of debit YTD)	98.92%	99.50%	100.33%	100.33%	97.71%	98.82%	98.82%	99%	✗	↑
Arrears (last weekend of the month)										
• Total Current Tenant Arrears	£20,372	£21,982	£19,480	£19,480	£22,629	£22,792	£22,792	£23,000	✓	↓
• % of Debit	1.02%	1.09%	0.96%	0.96%	0.99%	0.97%	0.97%	1%	✓	↑
• Former Tenant Arrears	£5,923	£6,007	£3,954*	£3,953	£4,367	£4,259	£4,259	£4,500	✓	↑
• Total Credit	£50,349	£52,999	£67,650	£67,650	£66,572	£69,222	£69,222	£50,000	✓	↑
**£1,970 bad debt write off 3/2/26*										
Sundry Debt										
• Current Tenant Recharges	£5,375	£7,009	£6,160	£6,160	£5,717	£5,071	£5,071	£3,500	✗	↑
• Former Tenant Recharges	£13,250	£12,845	£10,872*	£10,872	£9,725	£8,715	£8,715	£12,000	✓	↑
**£1,156 bad debt write off 3/2/26*										

Performance Indicator/ Management Information	Q2	Q3	Q4	Year to Date	Q1	Q2	Year to Date	Target Year End 26/27	On Target Q End	Trend
Void										
• Void Loss YTD (% of debit)	0.34%	0.28%	0.22%	0.22%	0.41%	0.31%	0.31%	0.5%	✓	↑
Normal Voids										
• Void Numbers (including new lets)	5	11	7	30	16	14	30	35(20 norm & 15 new lets)	✓	↑
• Average Re Let time (in days)	1.9 days	9 days	0.4days	7.0 days	5.9 days	4.6 days	5.3 days	10 days	✓	↑
EPC Voids										
• Void Numbers	0	0	0	0	2	0	2	5	✓	↑
• Average Re let Time (in days)	0 days	0 days	0 days	0 days	31days	31 days	31 days	28 days	✗	↓

Repairs										
Emergency										
• number of jobs	8	3	0	23	0	7	7			
• % completed within 24hrs **(TSM)**	100%	100%	-	100%	-	100%	100%	100%	✓	↑
Non-Emergency										
• number of jobs	177	203	132	650	144	180	324			
• % completed within 28 days **(TSM)**	96%	97%	94%	94%	96.5%	97%	97%	95%	✓	↑
• Excluding tenant delay request YTD	97%	99.5%	98%	98%	99%	98%	99%	95%	✓	↑
Average Repair Time	9.9 days	9.3 days	12 days	10.25days	13.12 days	10.14 Days	11.6 days	12 days	✓	↑
Gas Repairs										
• Number of repairs	41	52	14	138	26	19	45			
• % Completed on time	93%	94%	86%	94%	85%	89.47	87%	95%	✗	↑

Resident Satisfaction										
1 - Did the contractor make an appointment with you?	100%	99%	99%	99%	99%	99%	99%	95%	✓	↑
2 - Was the work completed to a satisfactory standard?	100%	98%	100%	99%	98%	96%	98%	95%	✓	↓
3 - Was the repair completed by the due date & on the first visit?	97.5%	95%	100%	97%	94%	97%	96%	95%	✓	↑
4 - Were you satisfied with the way the repair was handled by the Association?	100%	98%	99%	99%	100%	99%	99%	95%	✓	↑
% of total completed repairs surveyed	45%	64%	60%	62%	56%	55%	55%	50%	✓	↓
5. Was the repair value for money?	79 100%	130 98%	79 100%	415 98%	76 95%	97 94%	173 94.54%	95%	✗	↓
• Contacts made • % agree value for money			79 100%	79 100%	78 98%	103 100%	181 99%			
RLC Question • Contacts made • Were you kept informed (start Q4)										

Management Area	Q2	Q3	Q4	Year End 25/26	Q1	Q2	Total/year end 26/27
Reported Incidents of Anti-Social Behaviour (TSM per 1,000 prop.)	0	0	1	3	4	0	4
Proportion of Hate Crime	0	0	0	0	0	0	0
Complaints Received (TSM per 1,000 properties) • Stage 1 • Stage 2 **Complaints responded to within Complaint Handling Code.** • Stage 1 • Stage 2 .	 0 0 1 0	 1 0 0	 1 0 1 0	 3 0 4 0	 3 1 3 1	 6 1 5* 1	 9 2 8 2
Insurance Claims • Open Claims at quarter end • New Claims YTD	1 0	0 0	0 0	0 0	0 0	0 0	0 0
Shared Ownership Sales YTD • Number of S/O properties acquired. • Actually Sold • Average number of days held before sale (target 150) • S/O properties held for sale. Average no of days held Awaiting sale	0 0 0 0	0 0 0 0	0 0 0 0	0 0 0 0	0 0 0 0	0 0 0 0	0 0 0 0
Evictions	0	0	0	0	0	0	0