

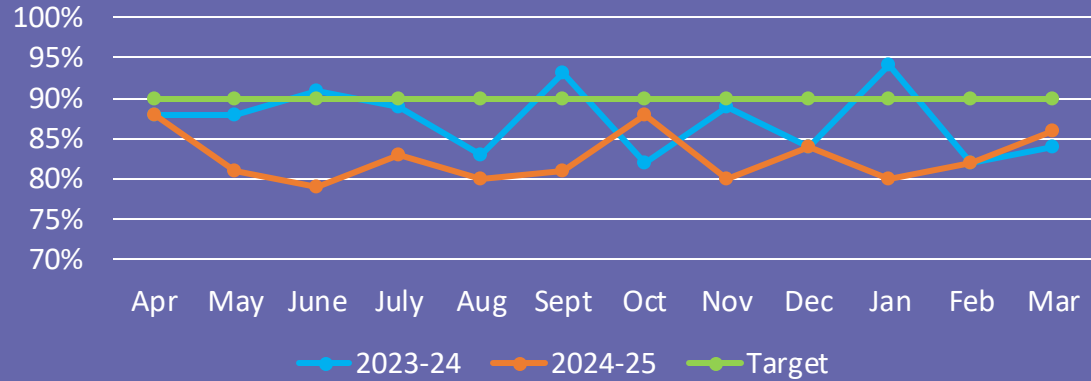


Q4/YEAR END 2024-2025 PERFORMANCE REVIEW

you matter it's good to be home inspired colleagues

YOU MATTER

% Satisfied with Repairs Service (Transactional)



Q4 = 82.67%
Year End = 82.69%
(24/25 target 90%)



**Tenancies Sustained
in the first 12 months
Q4 & Year End = 100%**



105.46%
**Rent Collected
Q4 & Year End**

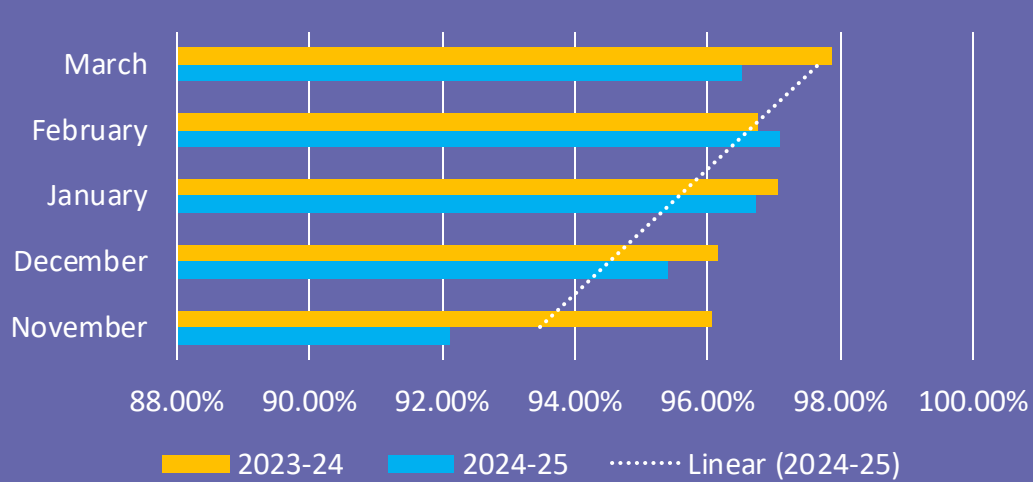
Target 99.65%
Prev month 101.59%



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IT'S GOOD TO BE HOME

% Repairs completed at first visit



Q4 result = 96.78
YE result = 95.82%



100% Gas Safety

Check & Record Completed by anniversary date



98.93% Electrical Safety

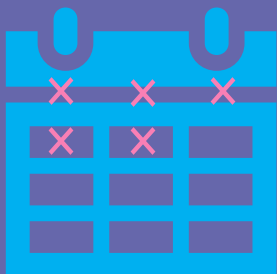
Check & Record Completed by anniversary date

Prev month 98.68%

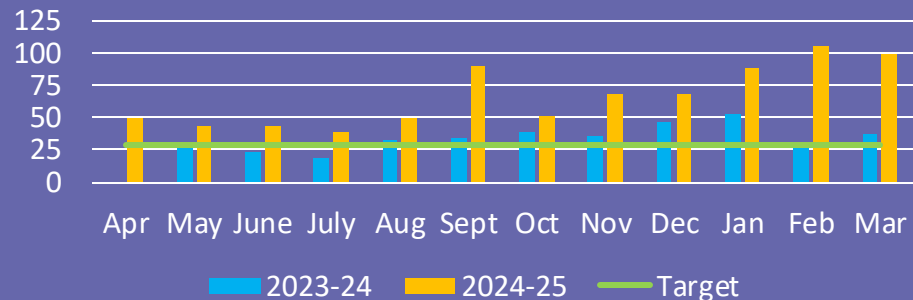
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CONTINUED...



Average number of Days to Prepare & Relet Homes

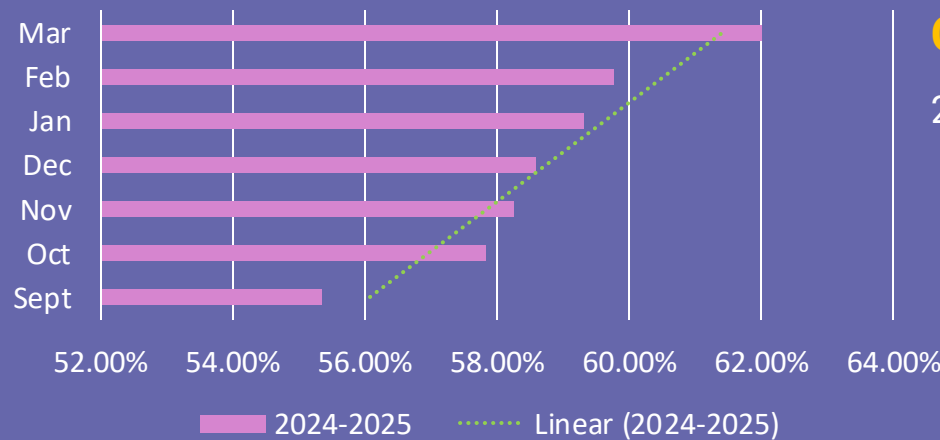


Q4 = 97
YE = 64

24/25 Target 28 days



% of homes with EPC Band C rating and above



Q4/YE Result = 62%
24/25 Target 68%



Q4 = 2

YE = 7



One hate crime recorded in March



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HOME SAFETY



% Home Safety Checks Completed **99.48%**
Prev month 99.19%



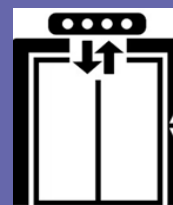
% of Communal areas with Fire Risk assessments within required timeframes **100%** Prev month 100%



% of Communal Areas surveyed for Asbestos **100%** Prev month 100%



% of properties with Communal water facilities that have been risk assessed **100%** Prev month 100%

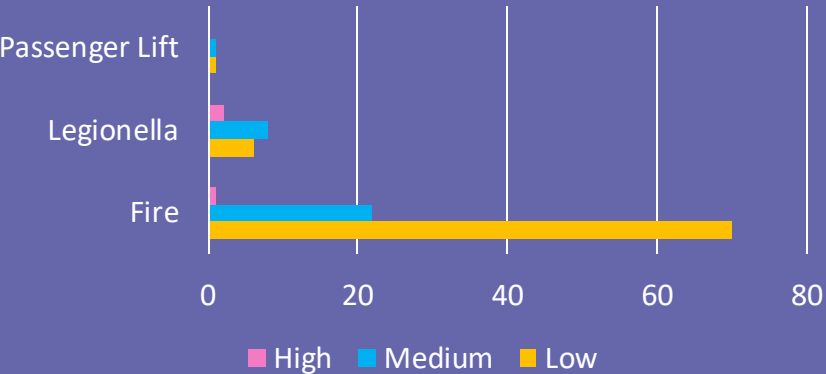


% of LOLER inspections due completed **100%** Prev month 100%

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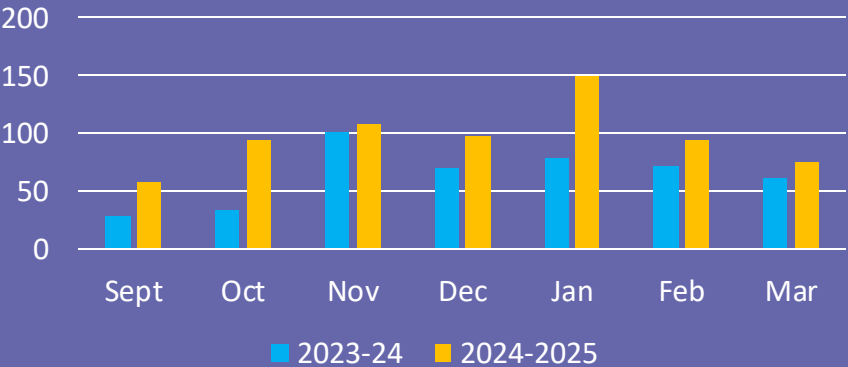
HOME SAFETY OVERVIEW

March Outstanding Remedials

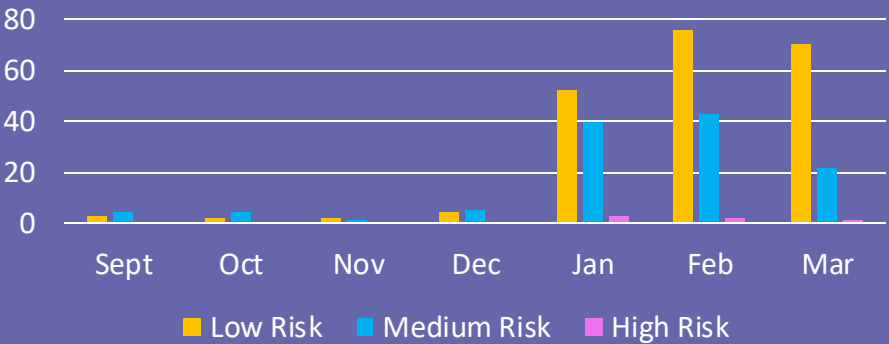


ZERO outstanding Asbestos remedial actions

Number of reported damp and mould cases

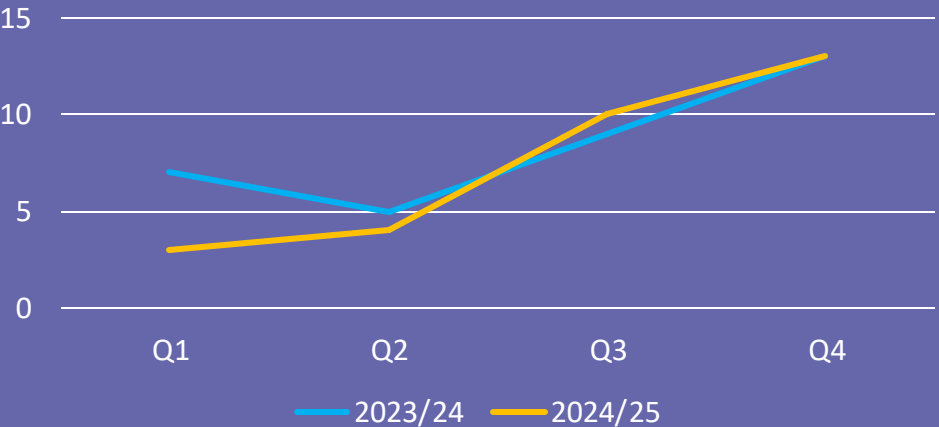


Fire Risk Assessment number of recommended remedial actions



The increase in fire remedials is due to a large amount of fire risk assessments being carried out in this period. We are working proactively through the actions being raised.

Number of disrepair claims received



Three Disrepair Claims received in March

Q4 = 13 YE = 30



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INSPIRED COLLEAGUES

Voluntary Staff Turnover

Q4 Result – 3.3% **YE Result – 11.10%**

24/25 Target 17.5%



Percentage of working days lost to sickness

Q4 Result – 4.17% **YE Result – 3.44%**

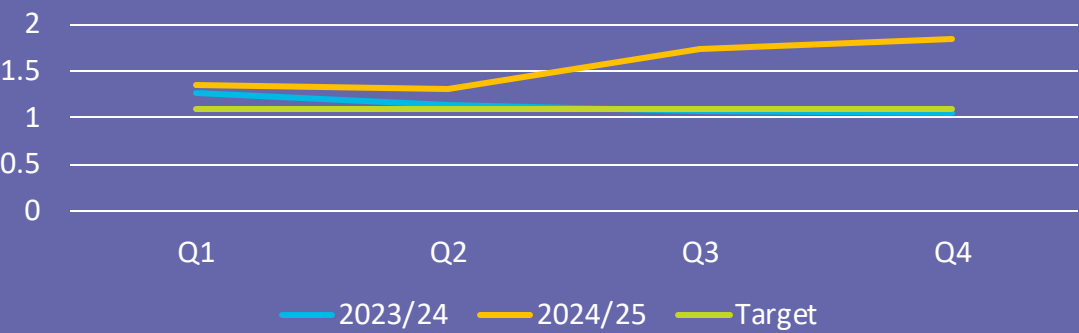
24/25 Target 3.2%



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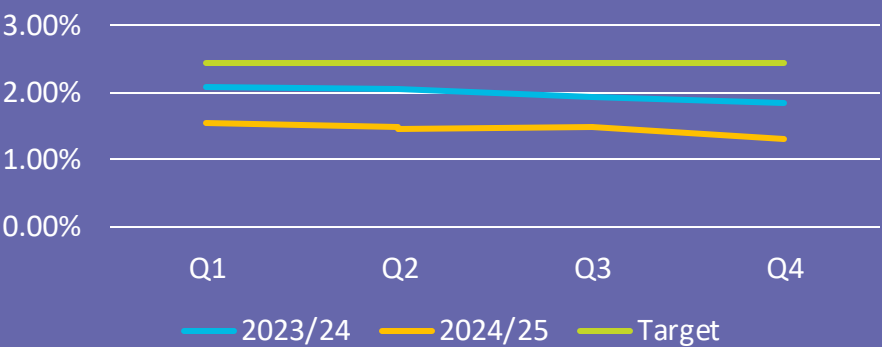
FINANCIAL/INCOME KPI'S

Rent Loss on Empty Homes



Q4 Result – 1.84% **YE Result 1.86%** 24/25 Target 1.10%

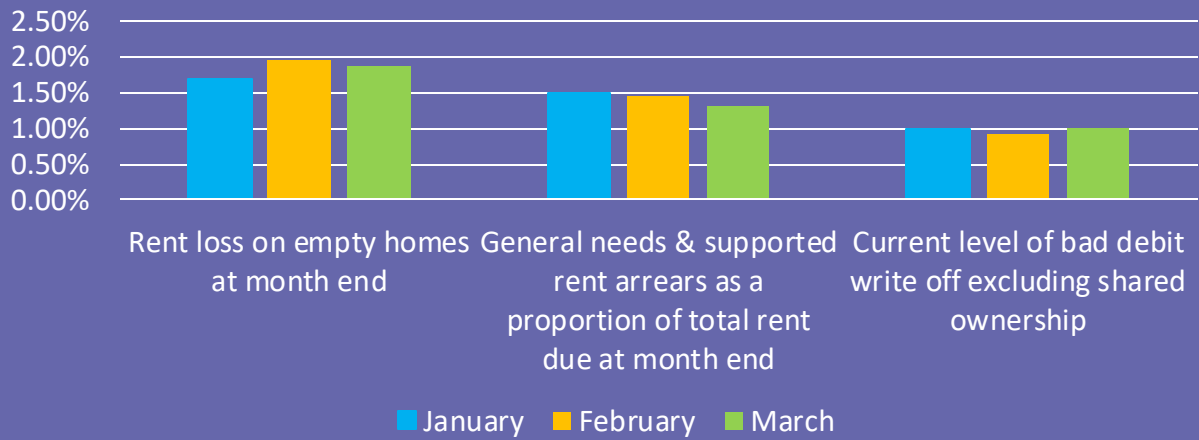
General Needs & Supported Rent Arrears as a proportion of rent due



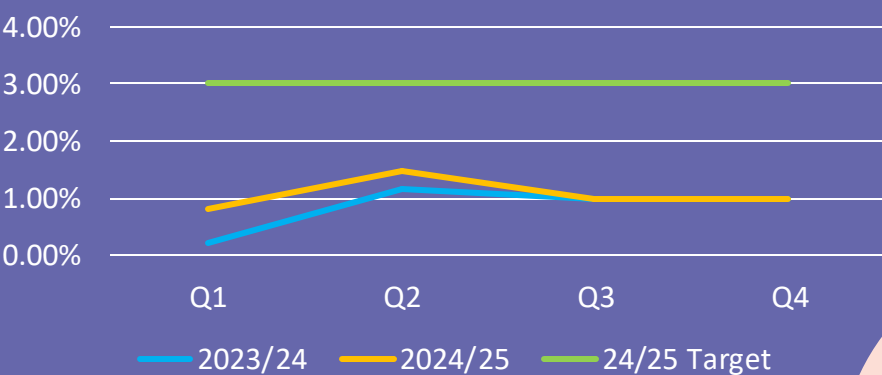
Q4 = 1.30%
YE = 1.59%

24/25 Target <2.45%

Q4 Finance and Income



Current Level of Bad Debt Write Off



Q4/YE - 1.00%

24/25 Target <3.00%

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