



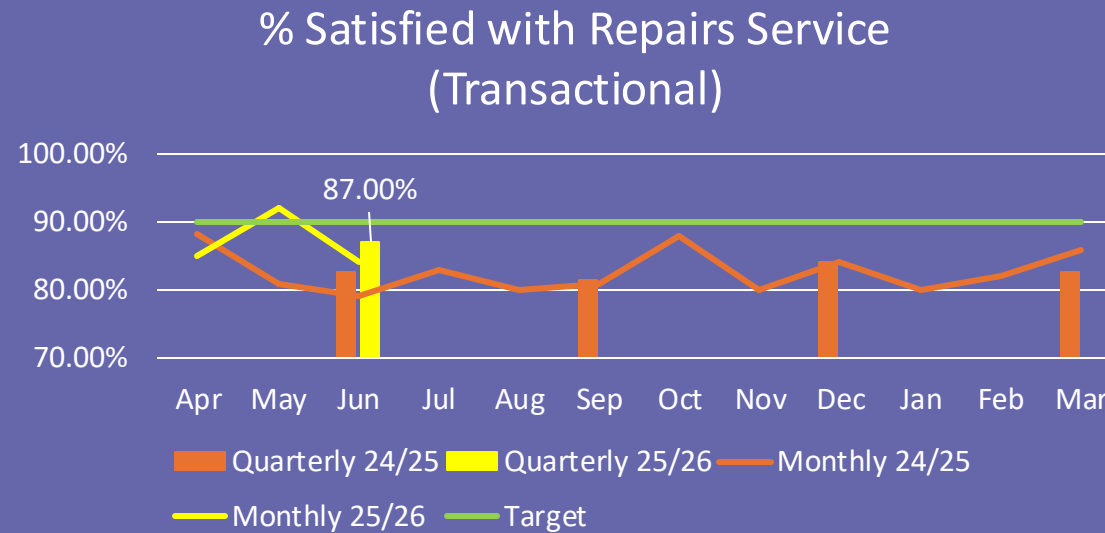
QUARTER 1 2025/26 PERFORMANCE REVIEW

you matter it's good to be home inspired colleagues

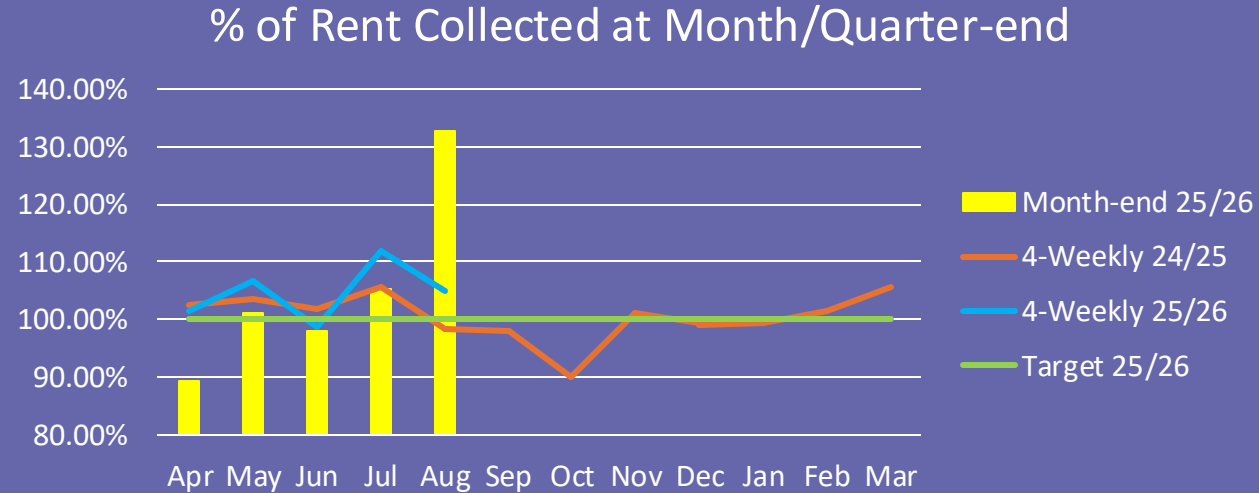
YOU MATTER

Quarter 1 = **87%**

25/26 Target 90%



Tenancies Sustained in the first 12 months



Quarter 1 = **98.05%**

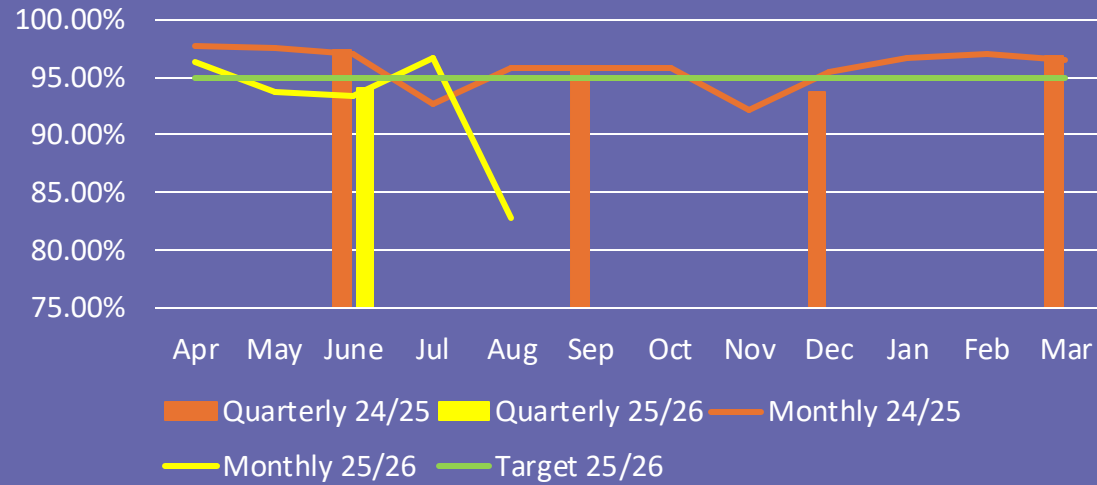
25/26 Target 99.90%



Pride. Quality. Integrity. Innovation.

IT'S GOOD TO BE HOME

% Repairs Completed at First Visit



Quarter 1 = **94%**



100% Gas Safety

Check & Record Completed by anniversary date

Prev month 100%



98.93% Electrical Safety

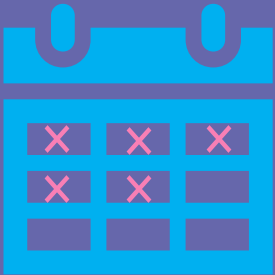
Check & Record Completed by anniversary date

Prev Quarter 98.59%

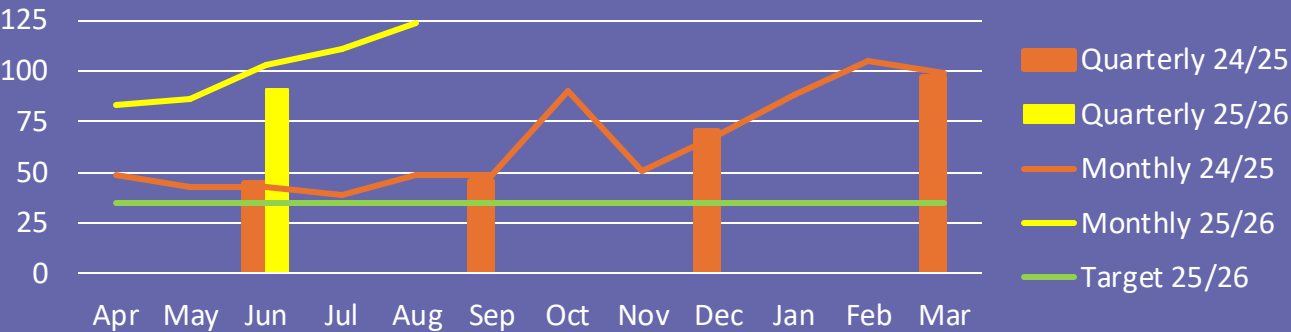


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CONTINUED...



Average number of Days to Prepare & Relet Homes

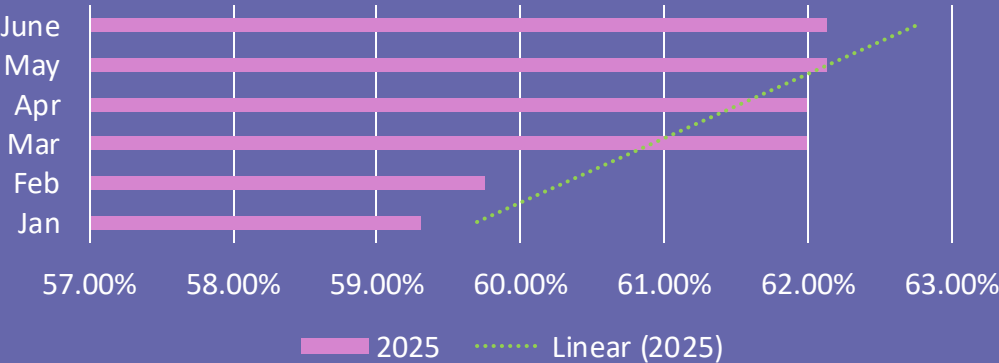


Quarter 1 = 91

25/26 Target < 35



% of homes with EPC Band C rating and above



Quarter 1 = 62.18%

25/26 Target YE 74%

Hate Crimes

Quarter 1 = 6



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HOME SAFETY QUARTER 1



% Home Safety Checks
Completed **99.94%**
Prev month 99.91%



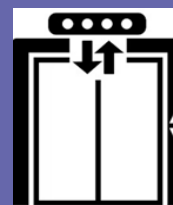
% of Communal areas with Fire Risk
assessments within required
timeframes **100%** Prev month 100%



% 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%



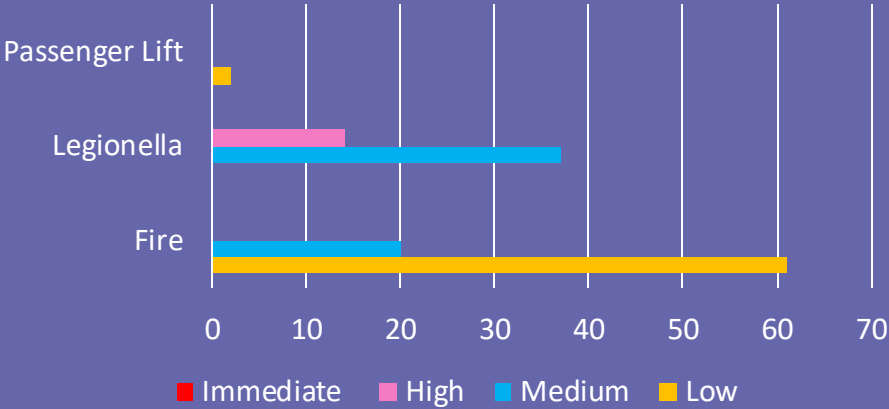
% of LOLER inspections due
completed **100%** Prev month 100%

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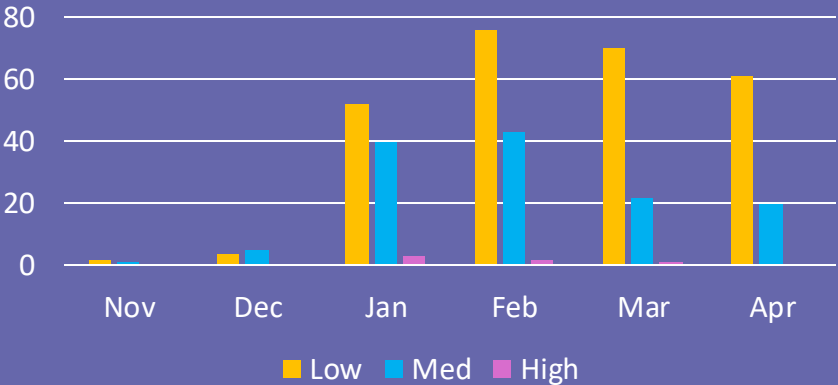
HOME SAFETY OVERVIEW



June Outstanding Remedials



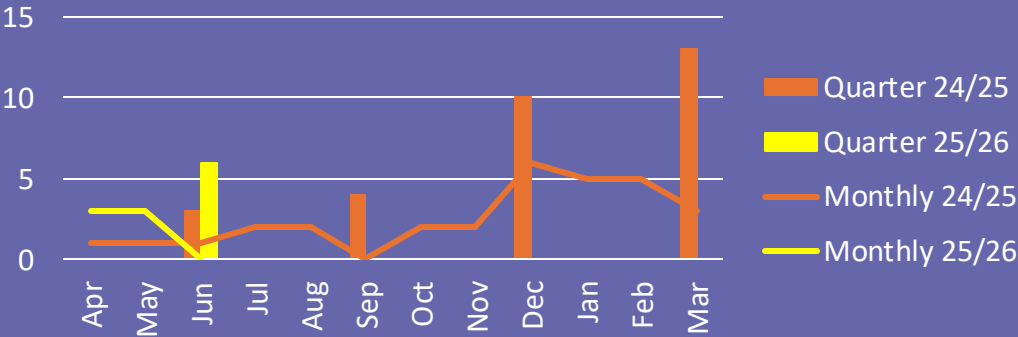
Number of recommended Fire Safety remedial actions



ZERO outstanding Asbestos remedial actions, at Quarter 1 end.

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

Number of Disrepair Claims received



Quarter 1 = 6

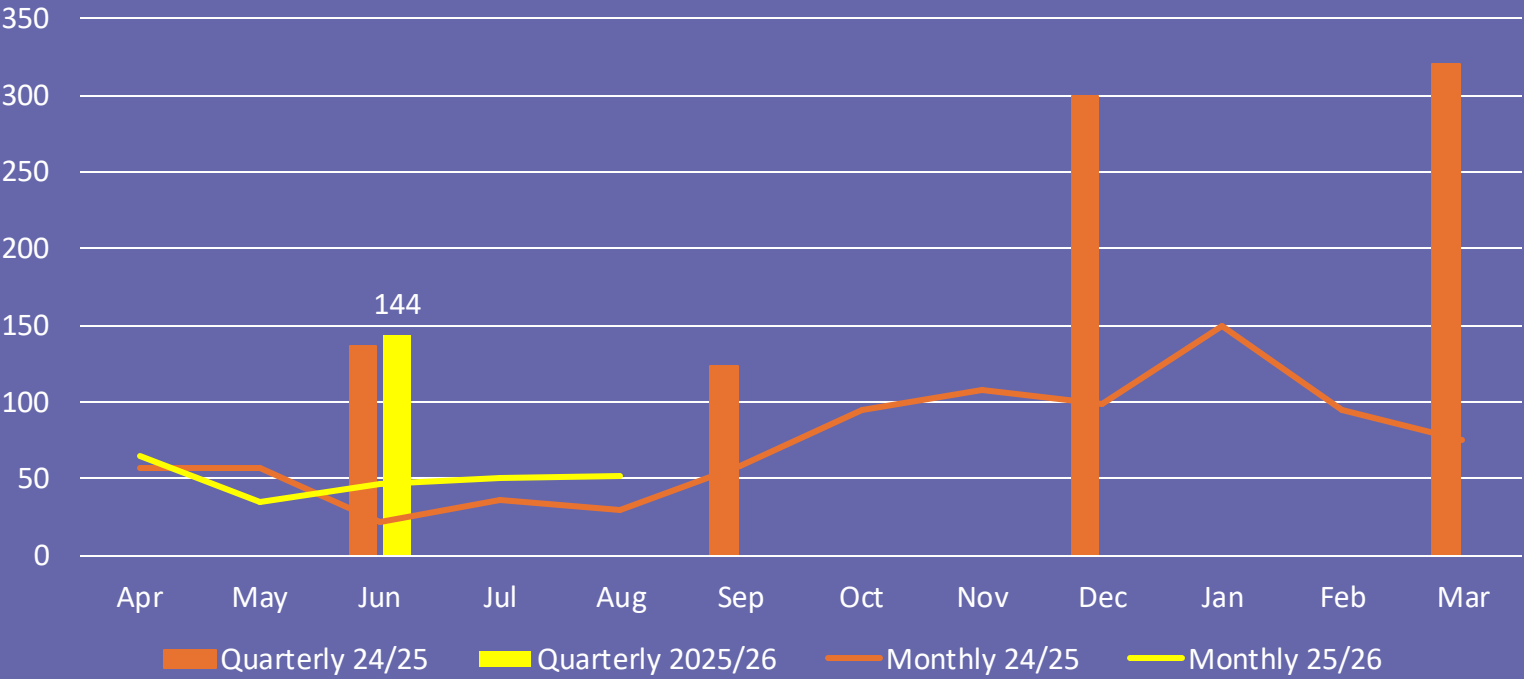


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HOME SAFETY OVERVIEW



Number of Reported Damp and Mould Cases



Quarter 1 = 144

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Business Information provided by Gloucester City Homes



INSPIRED COLLEAGUES

Voluntary Staff Turnover

Quarter 1 = **3.17%**

25/26 Target 17%



Working days lost to sickness

Quarter 1 = **3.36%**

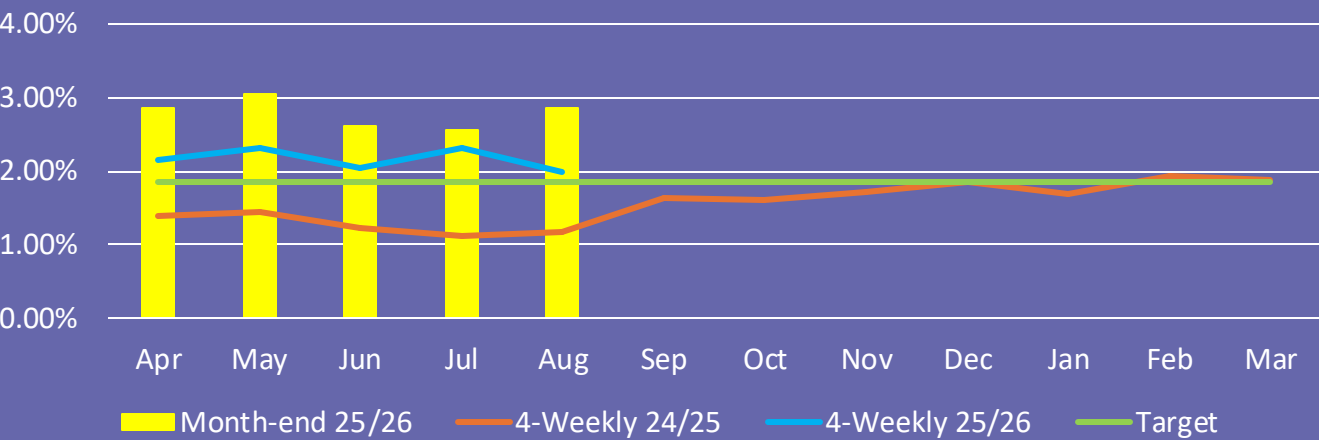
25/26 Target 3.2%



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INCOME KPI'S

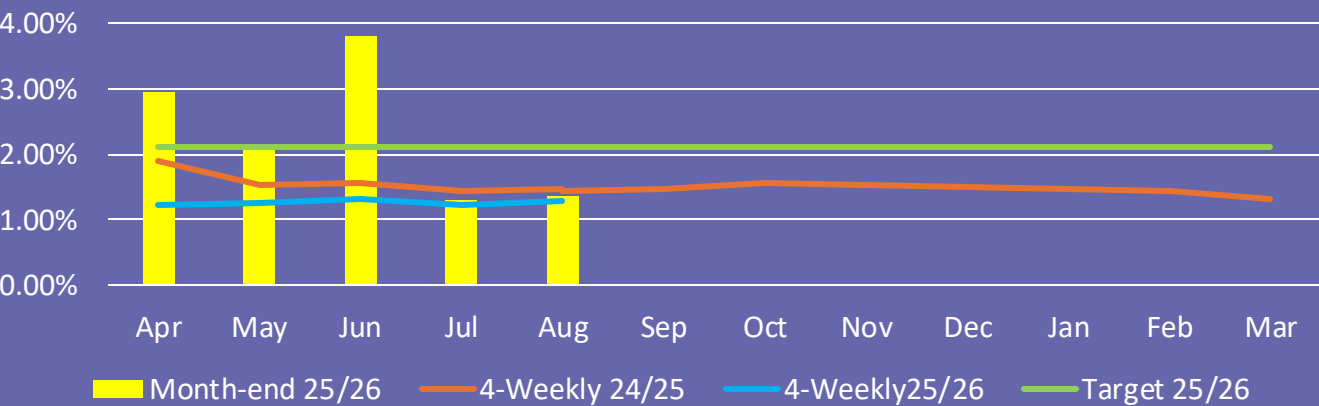
Rent Loss on Empty Homes



Quarter 1 = 2.84%

25/26 Target <1.85%

General Needs & Supported Rent Arrears as a Proportion of Rent Due Month-end Vs 4 Weekly



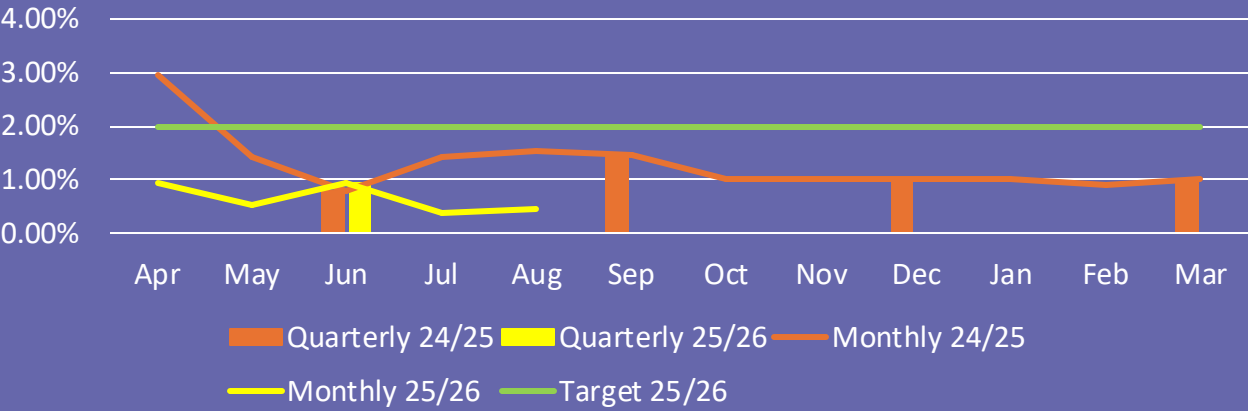
Quarter 1 = 3.80%

25/26 Target <2.10%

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INCOME KPI'S

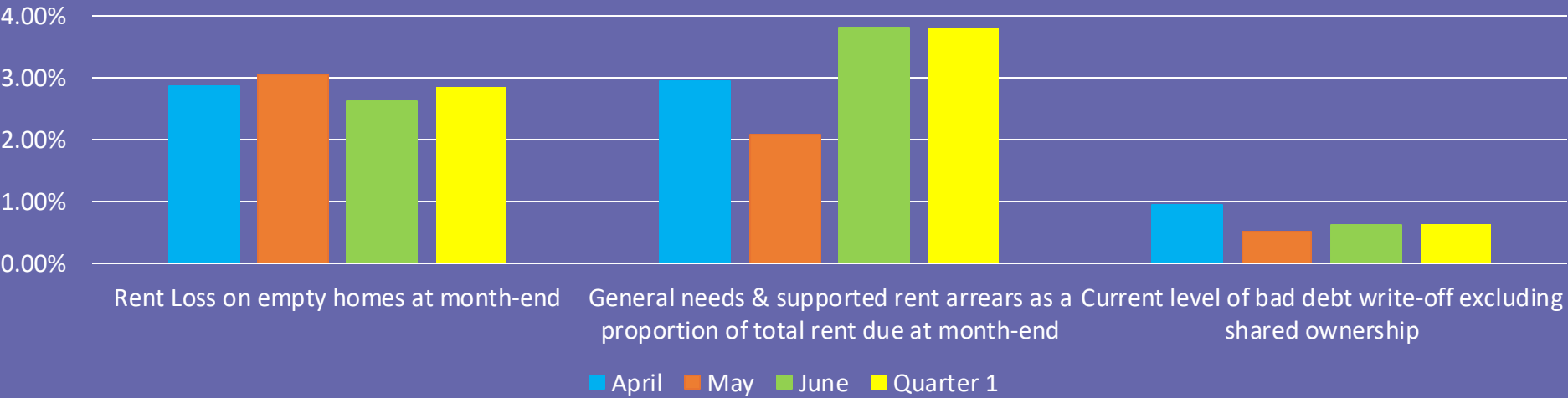
Current Level of Bad Debt Write-off



Quarter 1 = 0.62%

25/26 Target <2.00%

Quarter 1 - Income



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