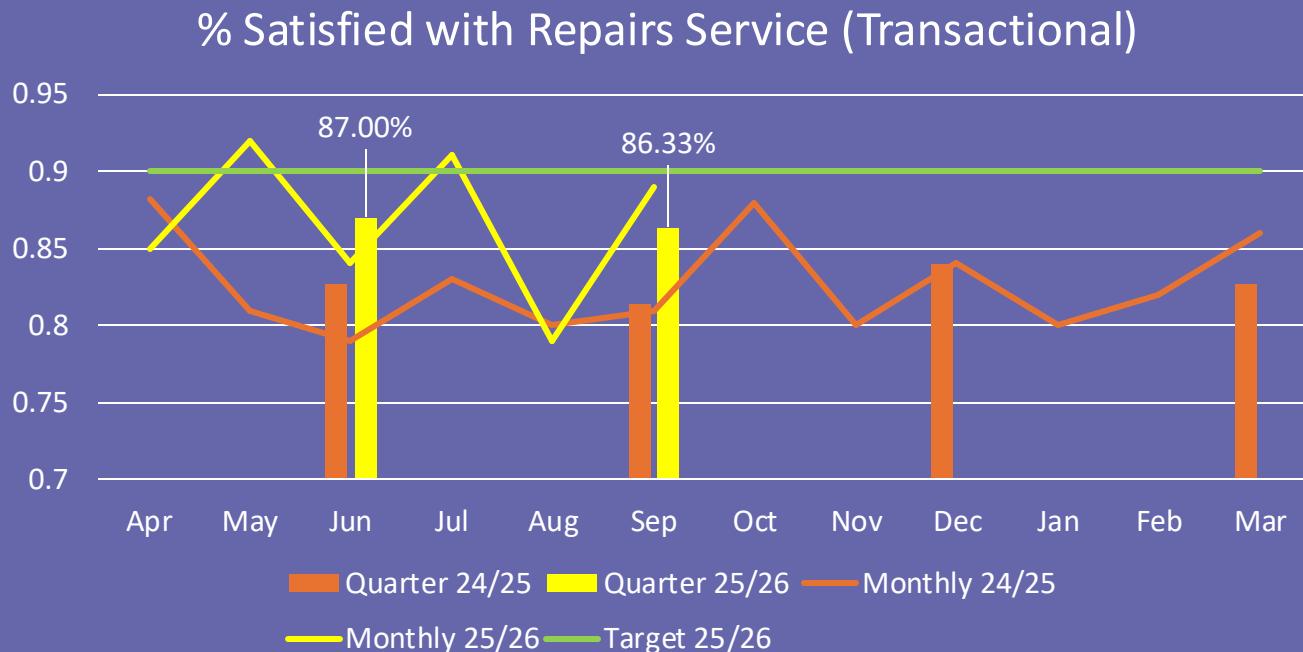




# QUARTER 2 2025 PERFORMANCE REVIEW

*you matter it's good to be home inspired colleagues*

# YOU MATTER



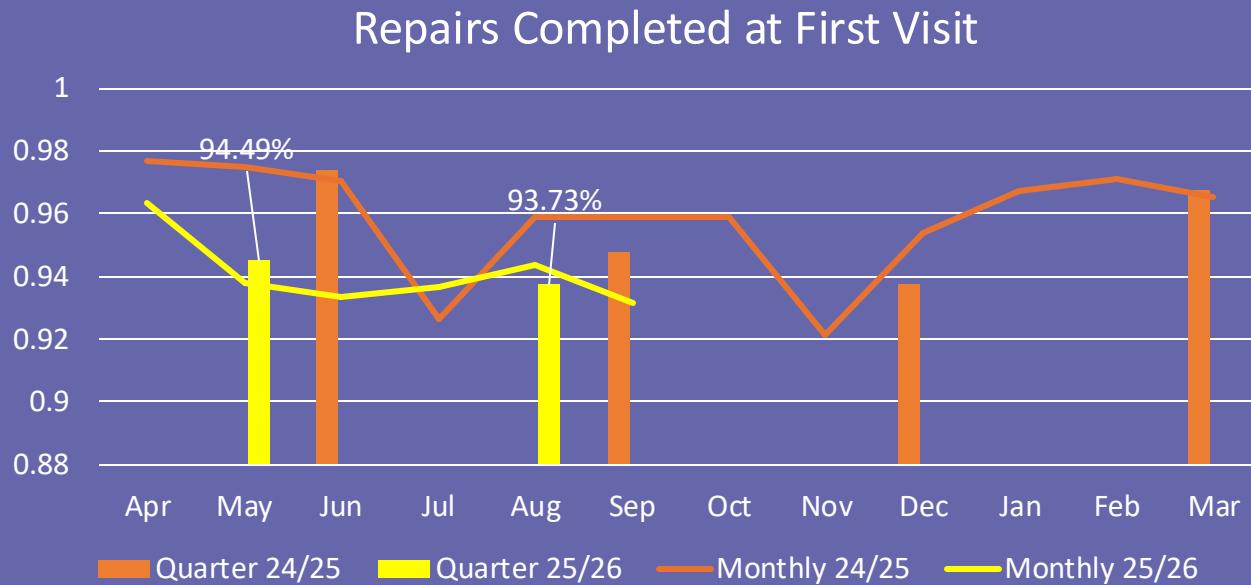
**Quarter 2 = 86.33%**

25/26 Target 90%



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# IT'S GOOD TO BE HOME



Quarter 2 = 93.73%



### 100% Gas Safety

Check & Record Completed by anniversary date

Prev Quarter 100%



### 98.71% Electrical Safety

Check & Record Completed by anniversary date

Prev Quarter 98.93%



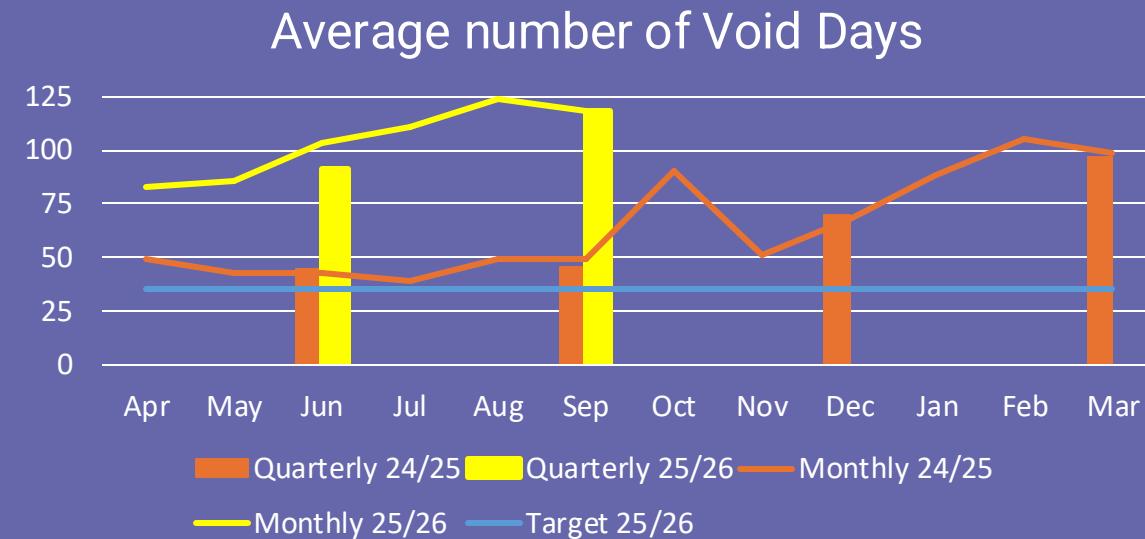
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# CONTINUED...



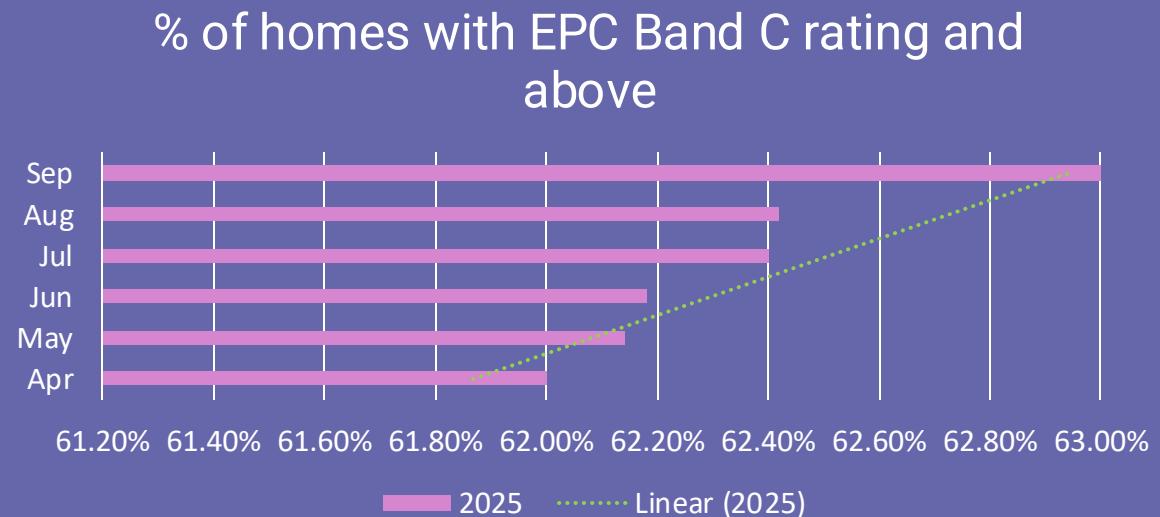
**Quarter 2 = 118**

**25/26 Target < 35**



**Quarter 2= 63.29%**

**25/26 Target YE 74%**

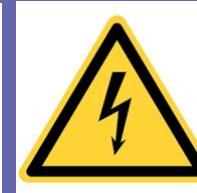


**Hate Crimes**

**Quarter 2 = 2**



# HOME SAFETY QUARTER 2



% Home Safety Checks  
Completed **99.87%**  
Prev month 99.94%



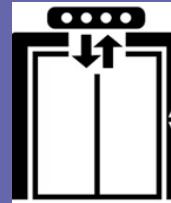
% of Communal areas with Fire Risk  
assessments within required  
timeframes **100%** Prev month 100%



% 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%

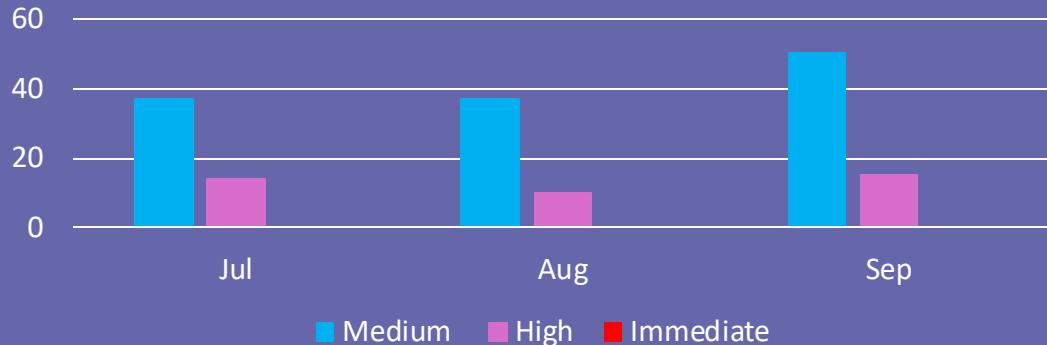


% of LOLER inspections due  
completed **100%** Prev month 100%

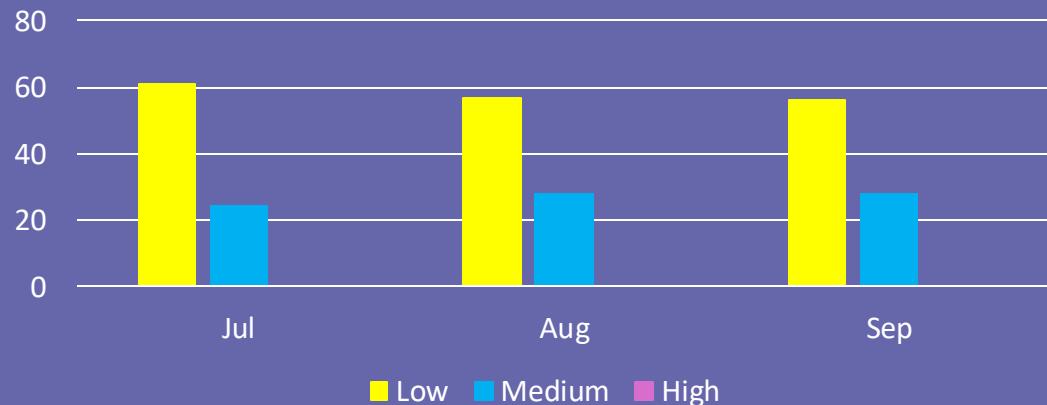
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# HOME SAFETY OVERVIEW

## Legionella - Recommended Remedial Actions



## Fire - Recommended Remedial Actions



Fire Safety, Legionella, Passenger Lift, and Communal Electrical works have been scheduled, with progress actively monitored by the Compliance Manager and relevant Contract Managers through their respective contracts. For domestic electrical remedial works, future completion dates have been set where possible. In cases requiring legal intervention, we are working in partnership with Neighbourhood Managers, external agencies, and the courts to gain access and ensure compliance.



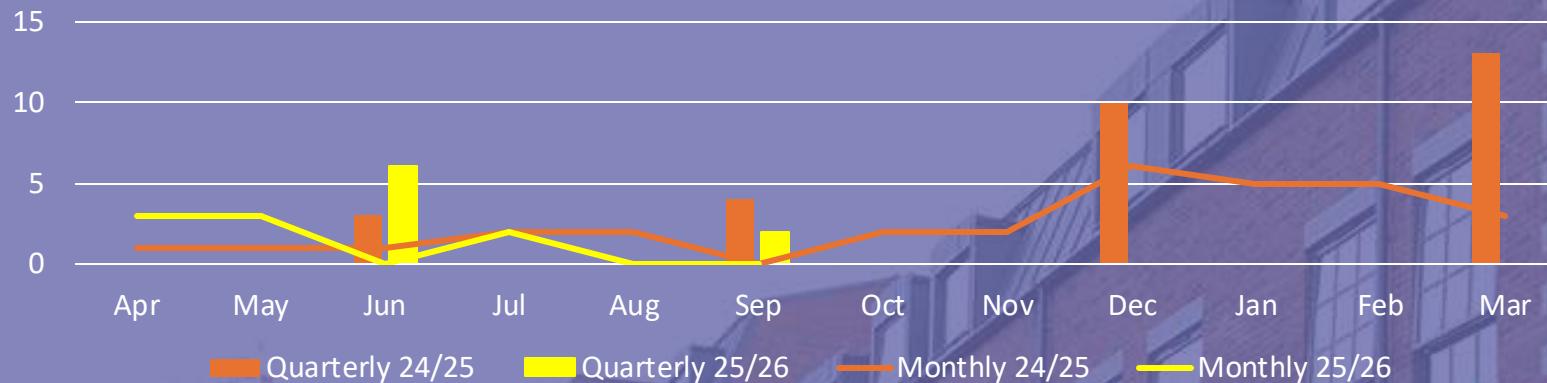
**ZERO** outstanding Asbestos remedial actions

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# HOME SAFETY OVERVIEW

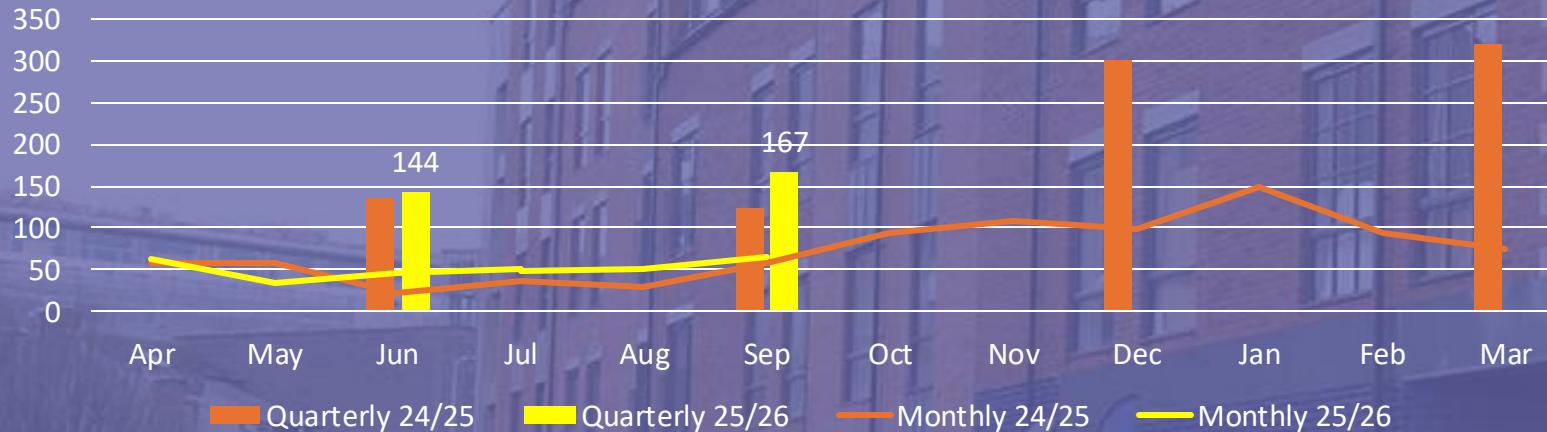
Number of Disrepair Claims Received

Quarter 2 = 2



Number of Reported Damp and Mould Cases

Quarter 2 = 167



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# INSPIRED COLLEAGUES

## Q2 PEOPLE RELATED BOARD KPI DASHBOARD SUMMARY

VS TARGET:



### A. VOLUNTARY TURNOVER

Relevant Risk: Staff Recruitment and Retention

Risk Appetite: Open

Impact on Risk Score: Unchanged (6)

### B. TIME TO HIRE

Relevant Risk: Staff Recruitment and Retention

Risk Appetite: Open

Impact on Risk Score: Unchanged (6)

### C. % WORKING DAYS LOST TO ABSENCE

Relevant Risks: 1. Low Employee Engagement, 2. Culture 3. Staff Recruitment and Retention

Risk Appetite: Open

Impact on Risk Score: Unchanged (4, 6, 6)



QUARTERLY COMPARISON:

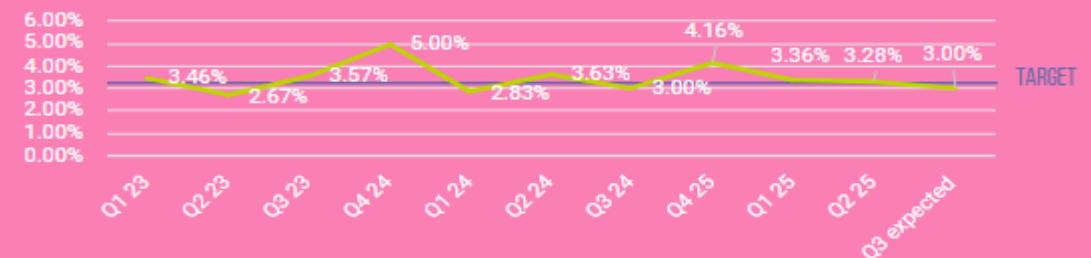
#### Voluntary Turnover



#### Time to Hire (Advert Live to Offer)

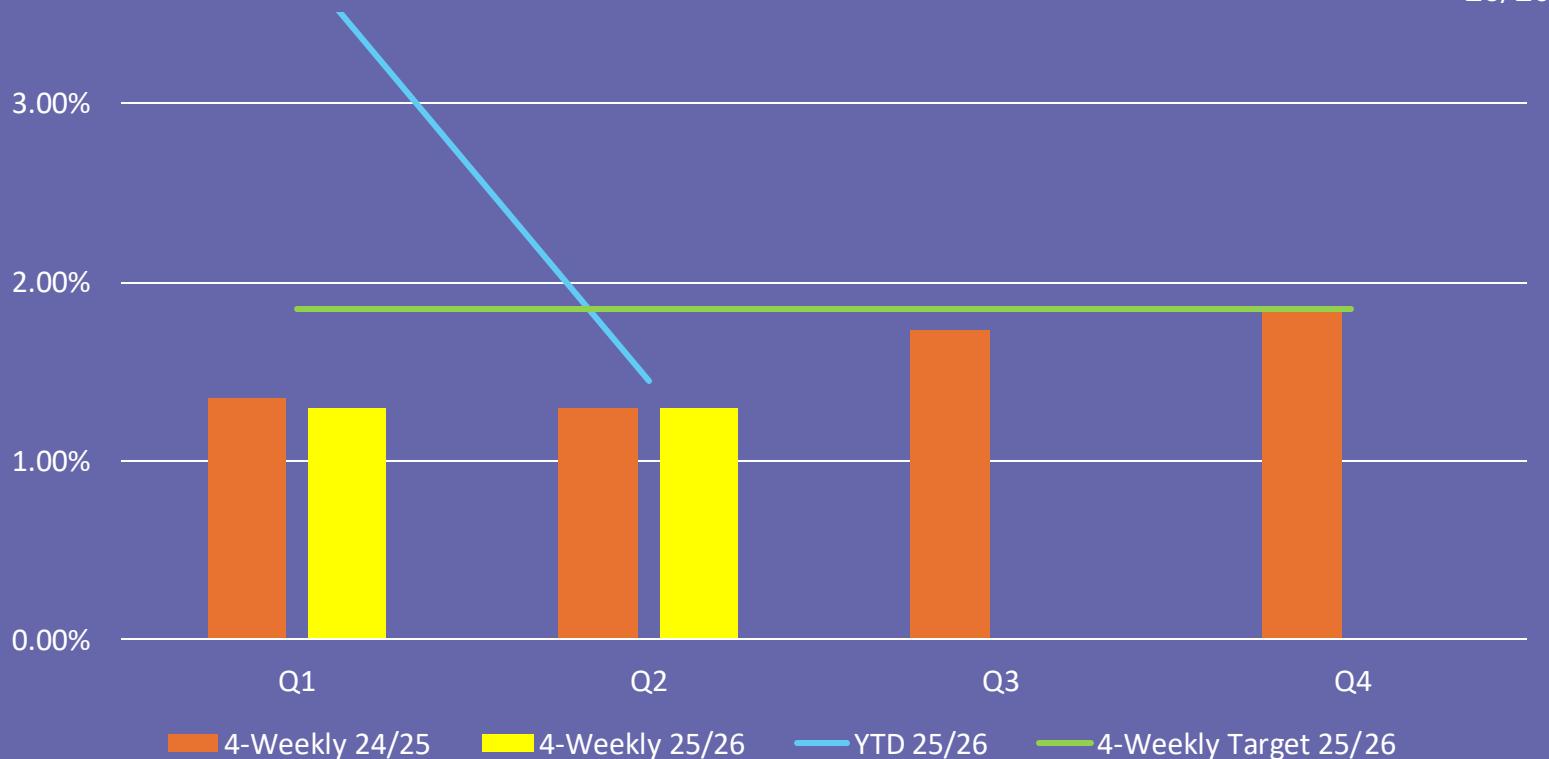


#### Working Days Lost to Absence



# INCOME KPI'S

## Quarterly Rent Arrears as a Proportion of Rent Due



### Quarter 2 Results

4-Weekly = 1.30%

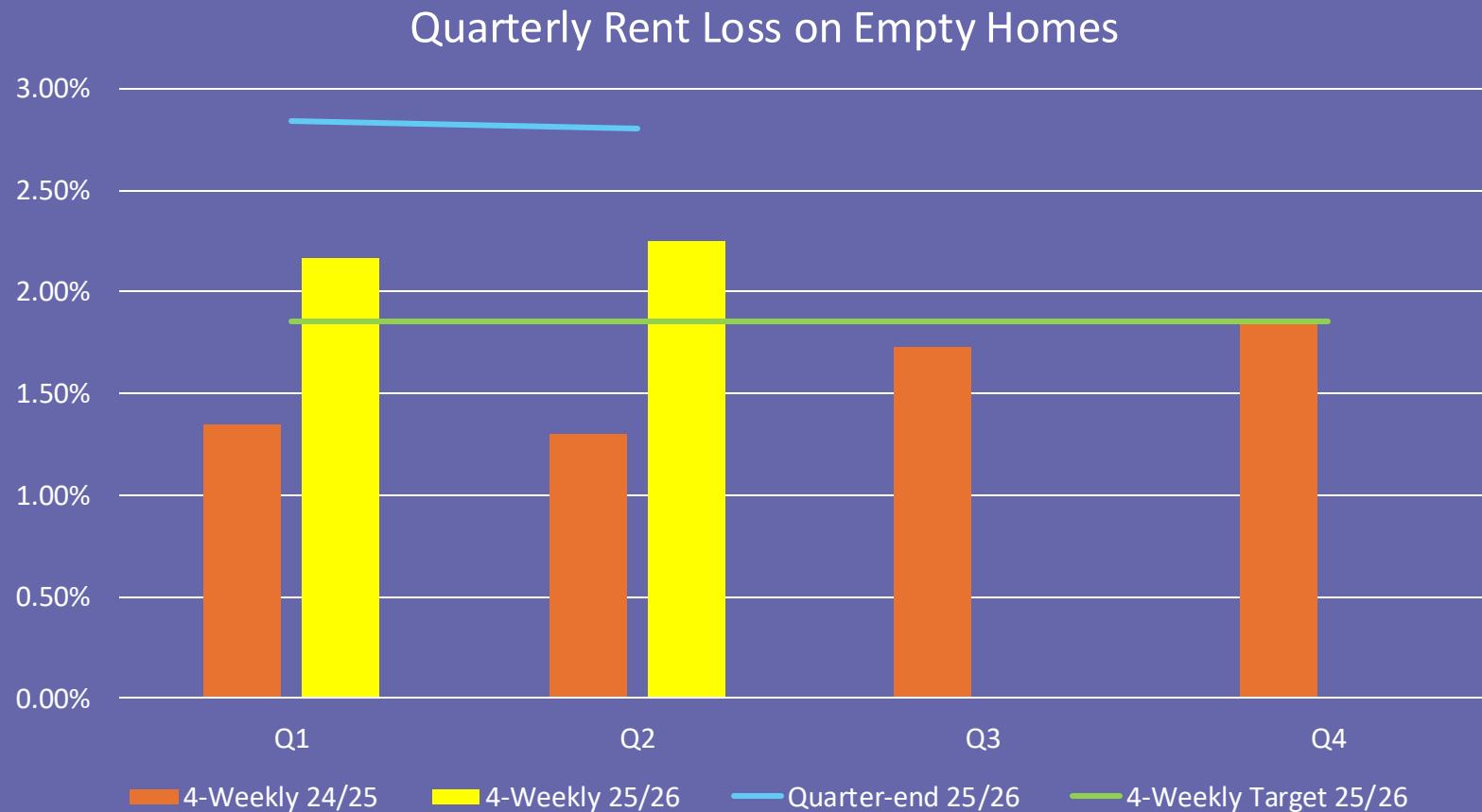
YTD = 1.45%

25/26 Target <2.10%



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# INCOME KPI'S



### Quarter 2 Results

4-Weekly = **2.25%**  
YTD = **2.80%**

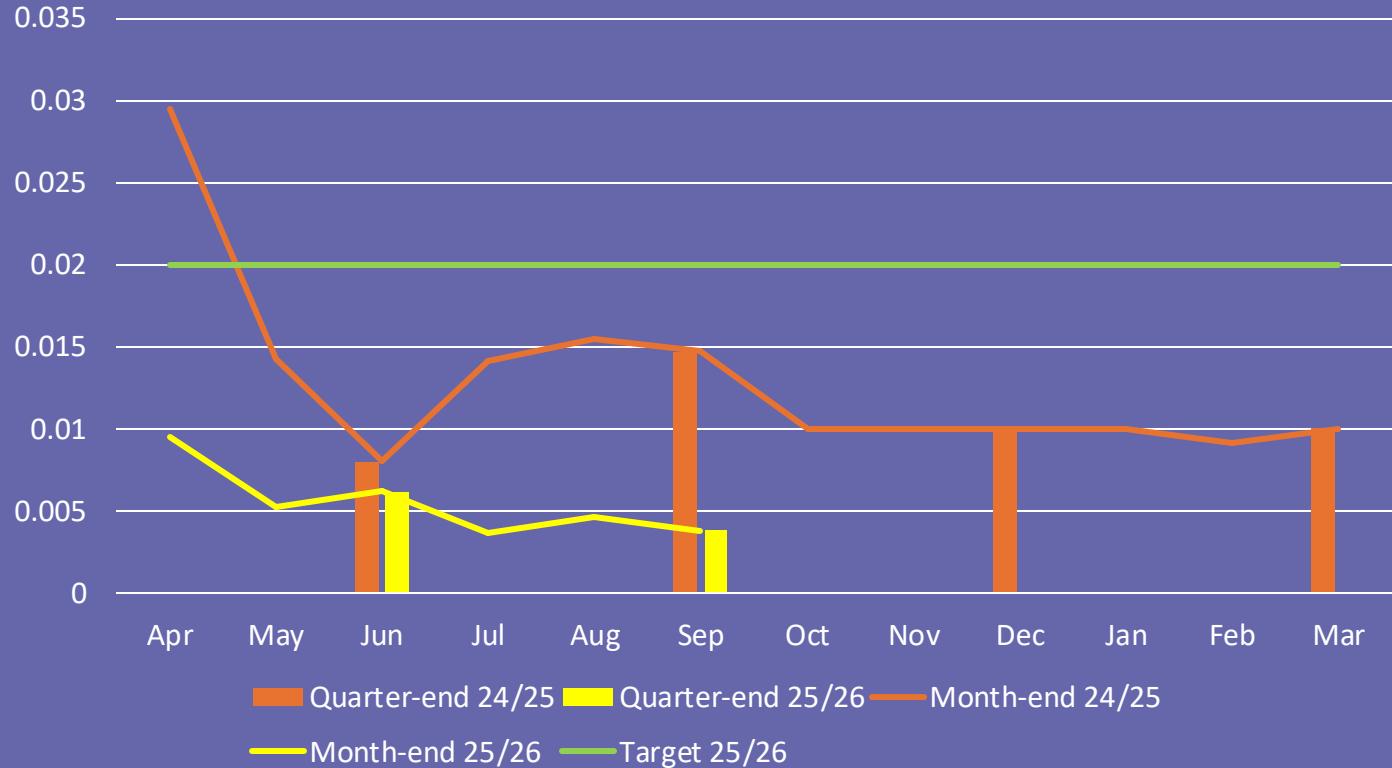
25/26 Target <1.85%



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# INCOME KPI'S

## Current Level of Bad Debt Write-Off



Quarter 2 = 0.38%

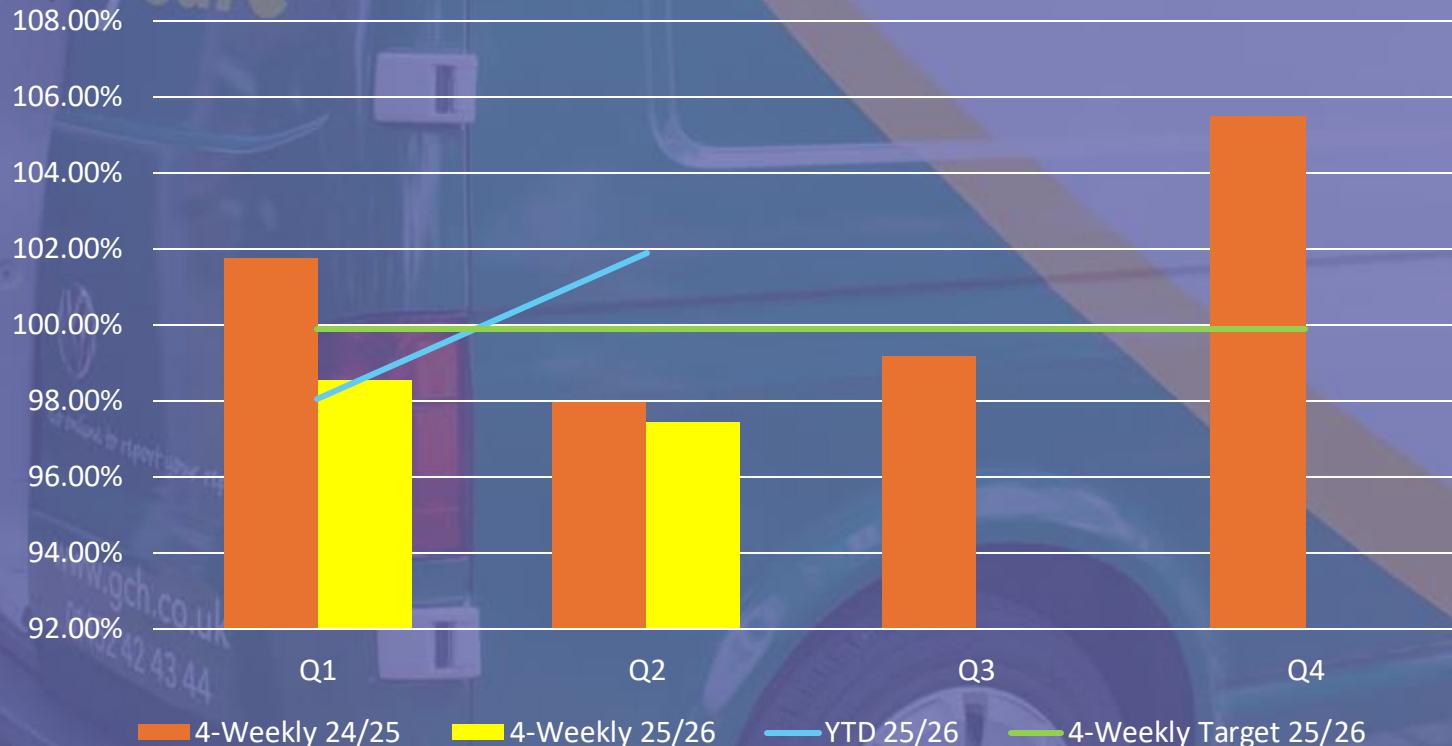
25/26 Target <2.00%



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# INCOME KPI'S

## Quarterly Rent Collection 4-Weekly & YTD



Quarter 2

4-Weekly = **97.44%**

YTD = **101.86%**

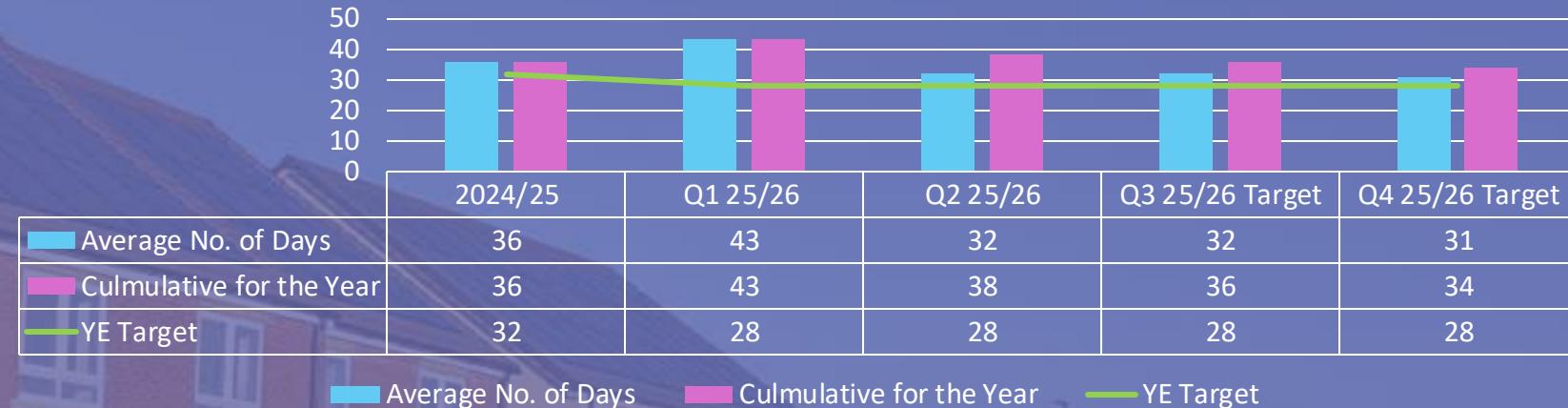
25/26 Target >99.90%



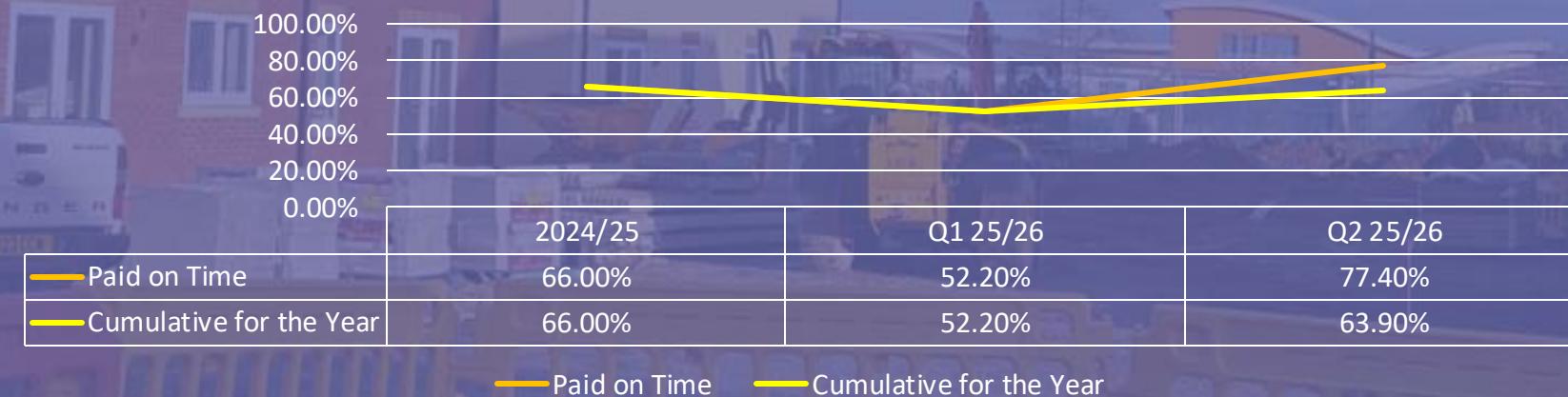
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# FINANCE KPI'S

## Creditor Days - Average & Culmulative



## Invoices



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