

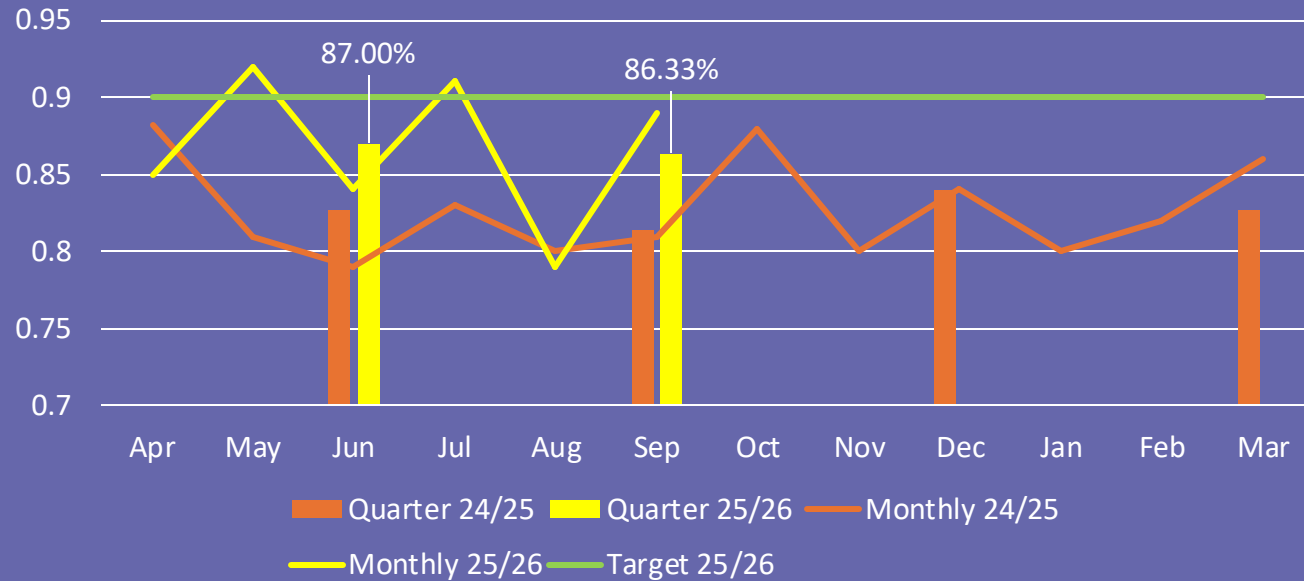


# QUARTER 2 2025 PERFORMANCE REVIEW

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

# YOU MATTER

% Satisfied with Repairs Service (Transactional)



Quarter 2 = 86.33%

25/26 Target 90%

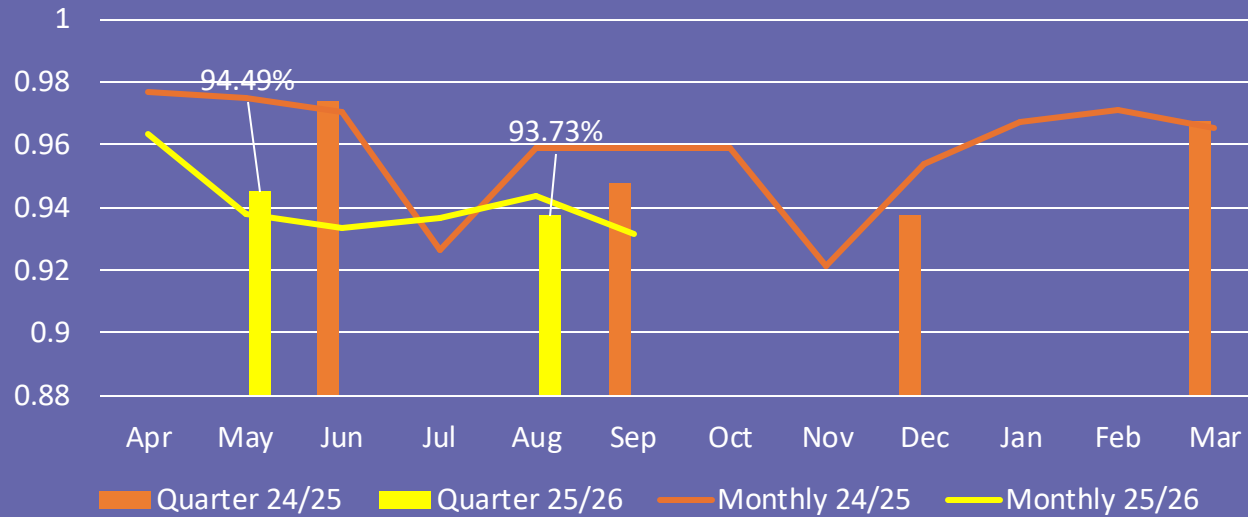


Tenancies Sustained in the first 12 months

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# IT'S GOOD TO BE HOME

Repairs Completed at First Visit



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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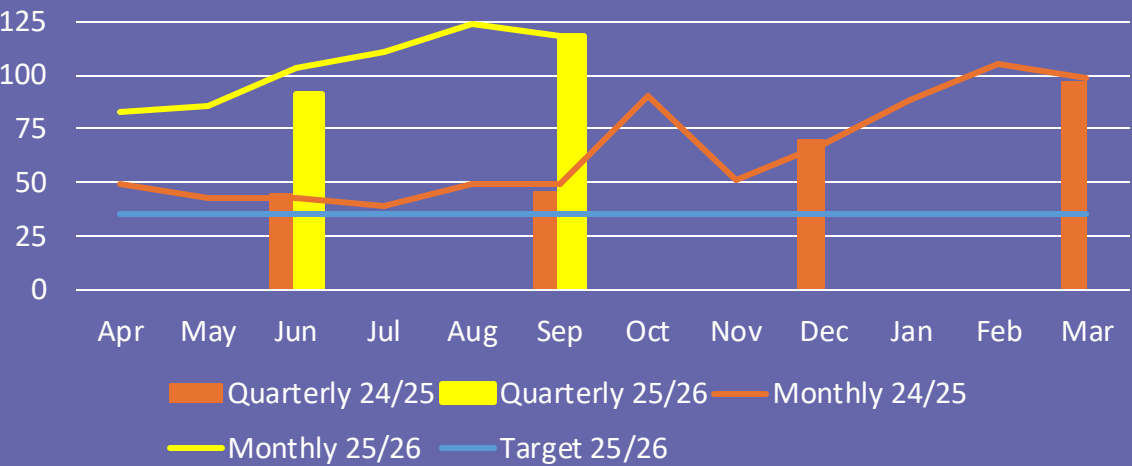
CONTINUED...



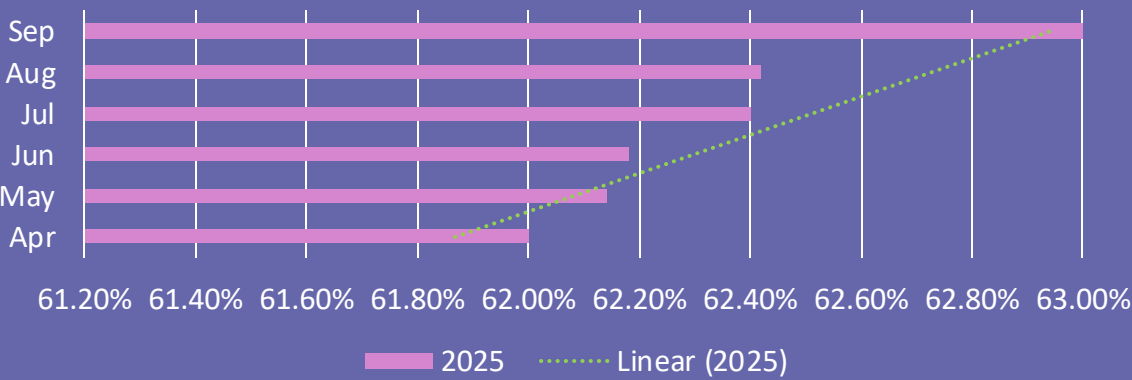
Quarter 2 = 118

25/26 Target < 35

Average number of Void Days



% of homes with EPC Band C rating and above



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%



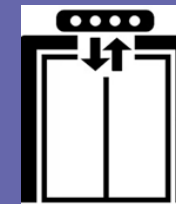
% of Communal areas with Fire Risk  
assessments within required  
timeframes **100%** Prev month 100%



% 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%

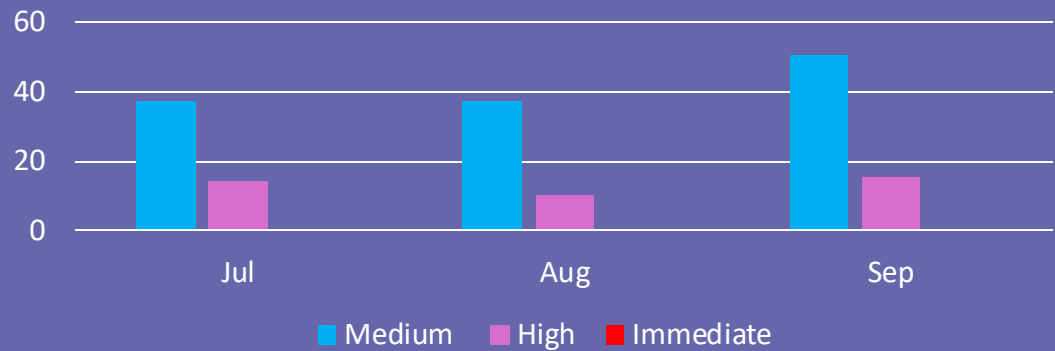


% of LOLER inspections due  
completed **100%** Prev month 100%

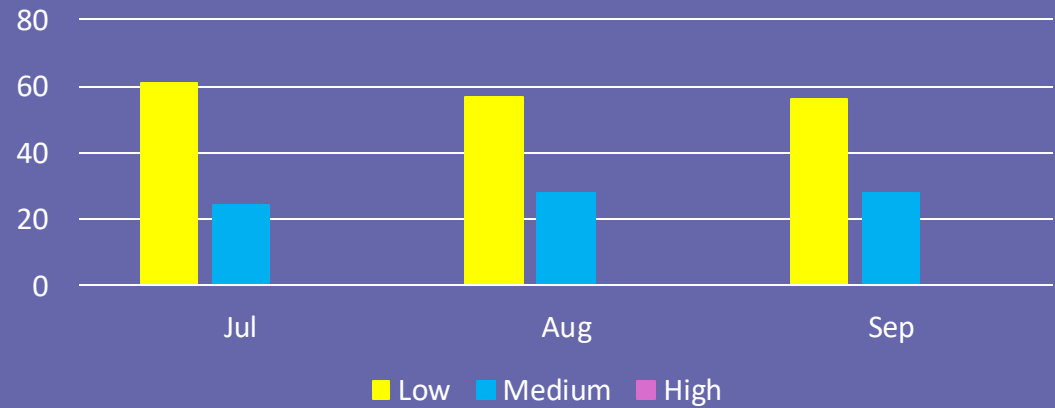
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# HOME SAFETY OVERVIEW

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.



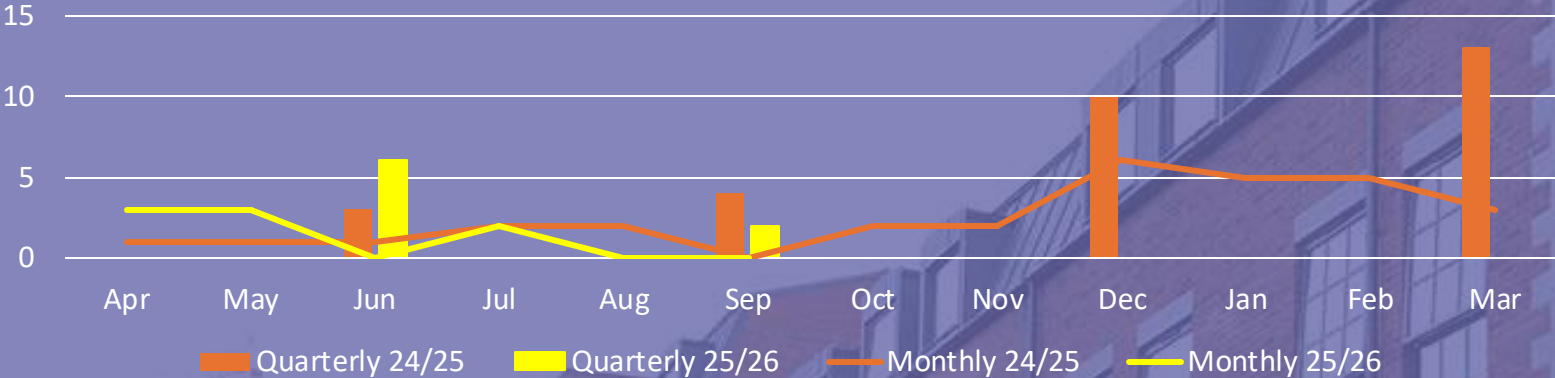
**ZERO** outstanding Asbestos remedial actions

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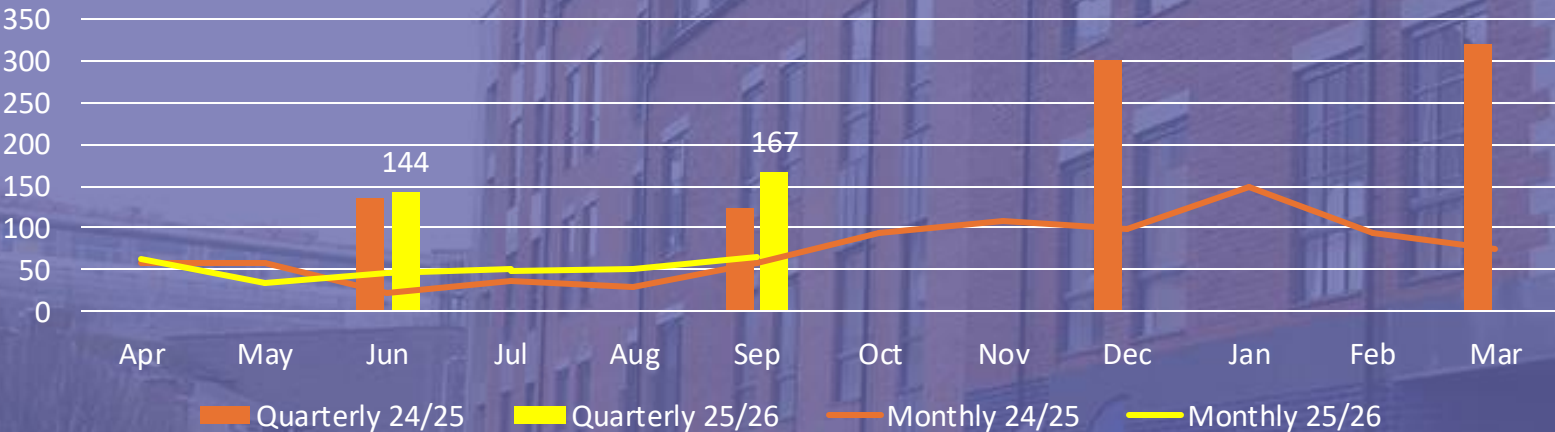


# HOME SAFETY OVERVIEW

Number of Disrepair Claims Received **Quarter 2 = 2**



Number of Reported Damp and Mould Cases **Quarter 2 = 167**



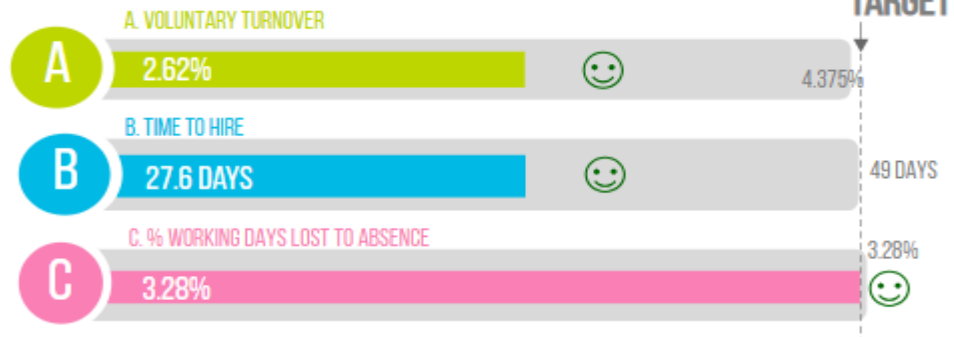
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# INSPIRED COLLEAGUES

## 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

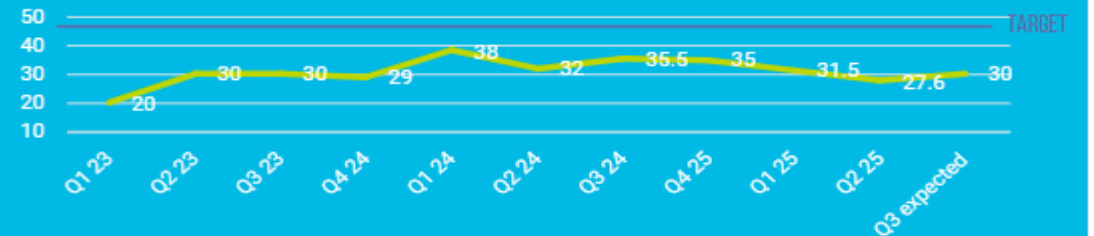
Relevant Risks: 1. Low Employee Engagement, 2. Culture 3. Staff Recruitment and Retention  
Risk Appetite: Open  
Impact on Risk Score: Unchanged (4, 6, 6)

QUARTERLY COMPARISON:

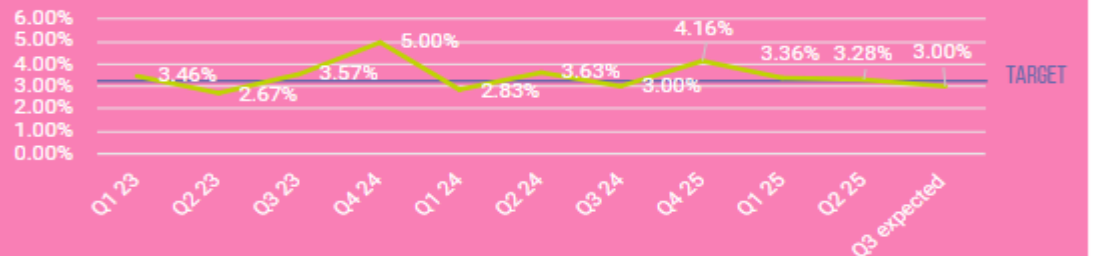
#### Voluntary Turnover



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



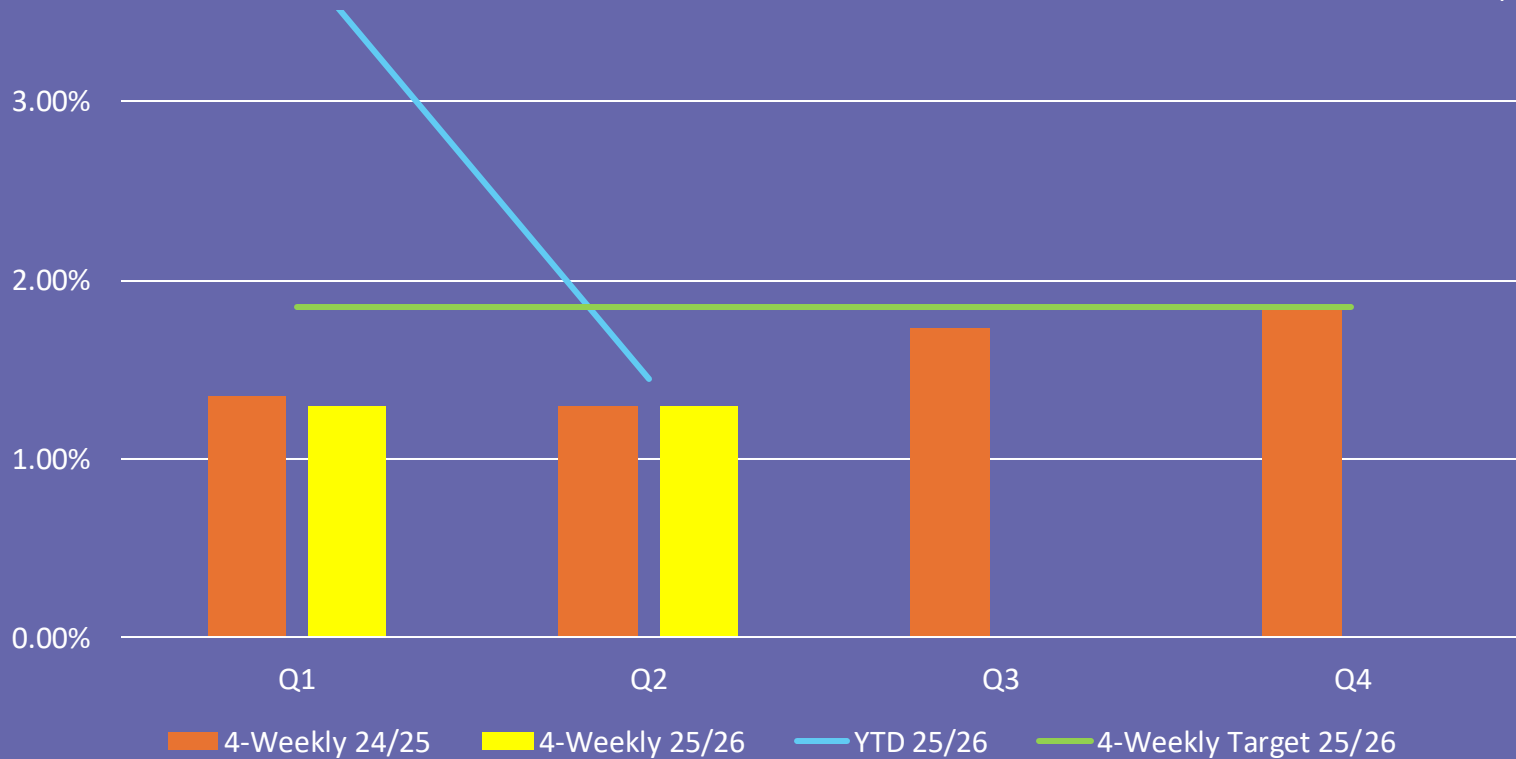
#### Working Days Lost to Absence





# INCOME KPI'S

Quarterly Rent Arrears as a Proportion of Rent Due



## Quarter 2 Results

4-Weekly = **1.30%**

YTD = 1.45%

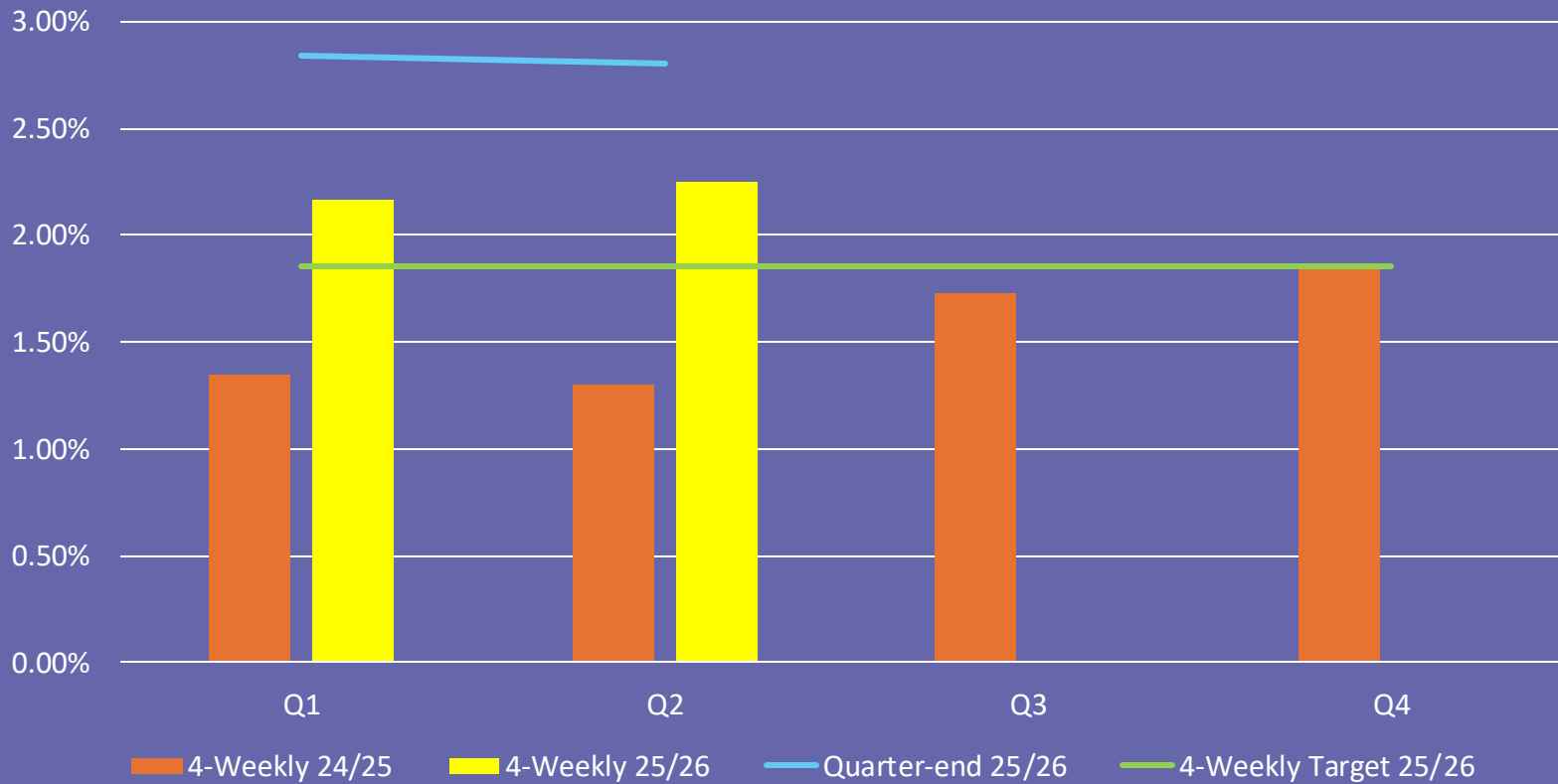
25/26 Target <2.10%

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# INCOME KPI'S

Quarterly Rent Loss on Empty Homes



## Quarter 2 Results

4-Weekly = **2.25%**

YTD = 2.80%

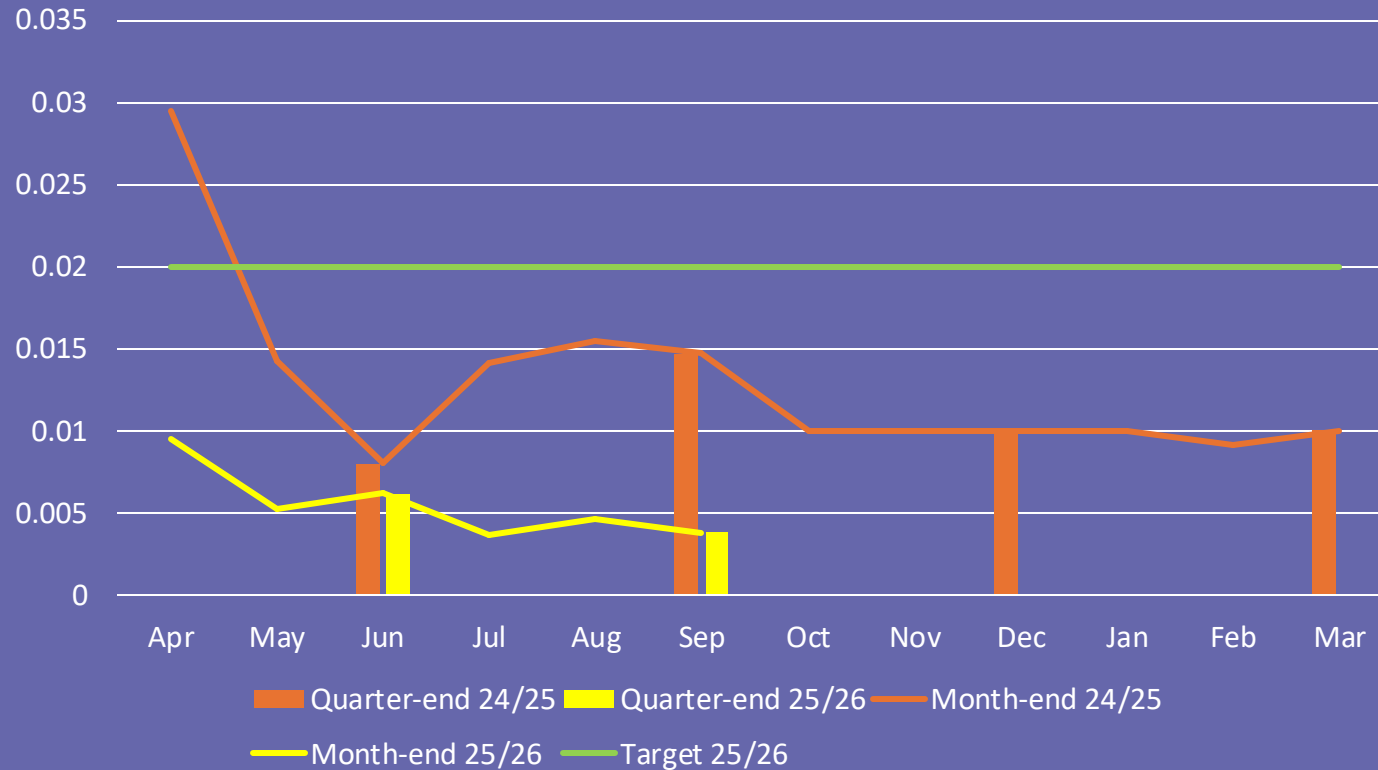
25/26 Target <1.85%

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# INCOME KPI'S

## Current Level of Bad Debt Write-Off



Quarter 2 = **0.38%**

25/26 Target <2.00%

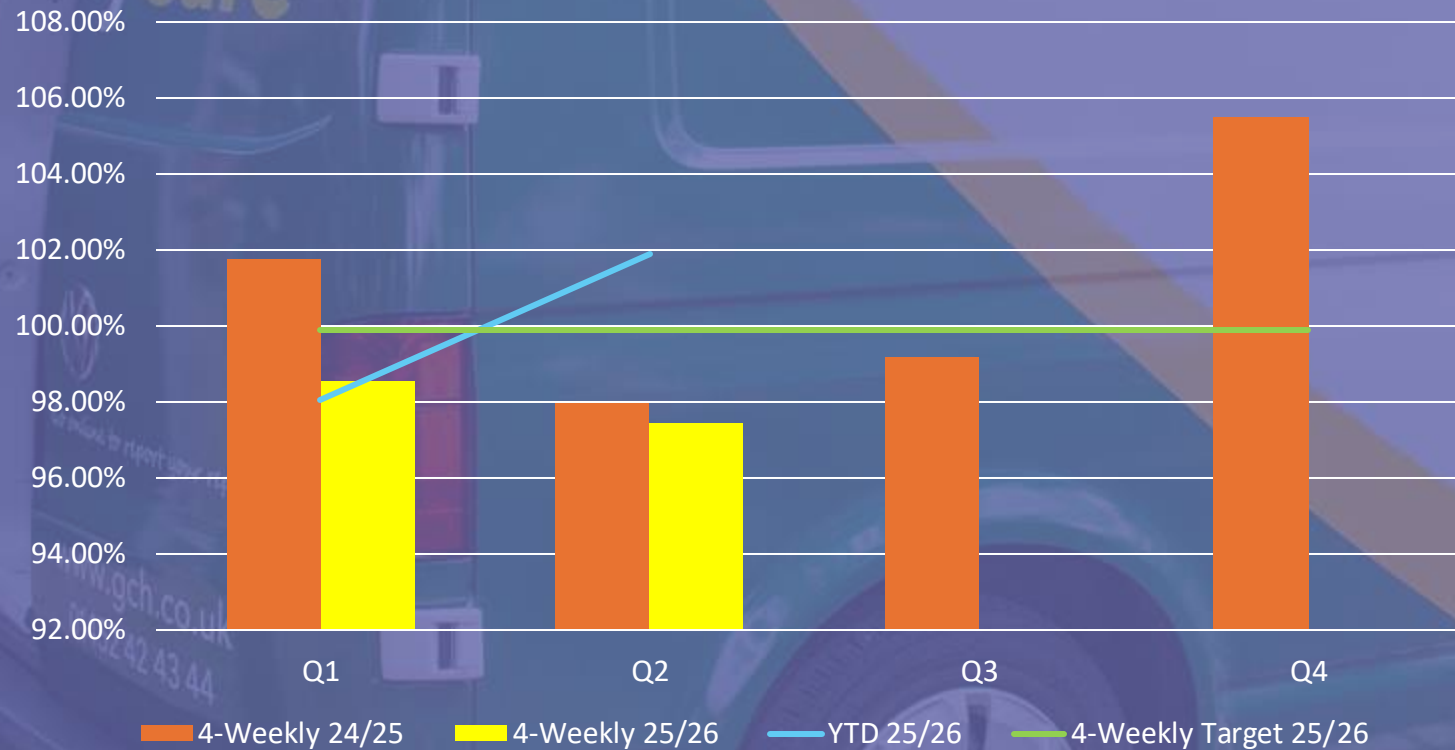
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# INCOME KPI'S

## Quarterly Rent Collection 4-Weekly & YTD



## Quarter 2

4-Weekly = **97.44%**

YTD = **101.86%**

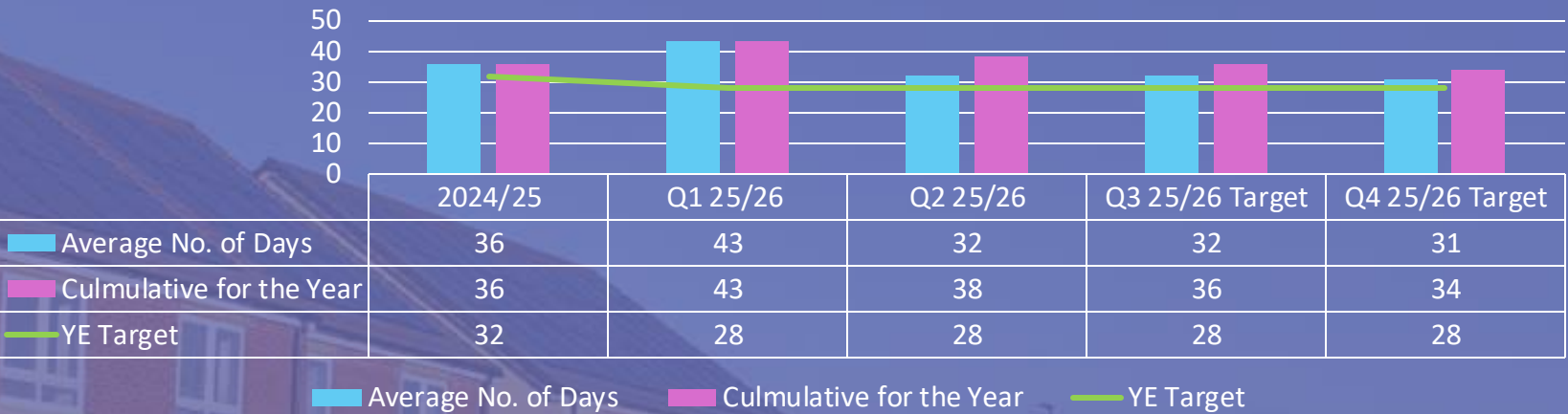
25/26 Target >99.90%

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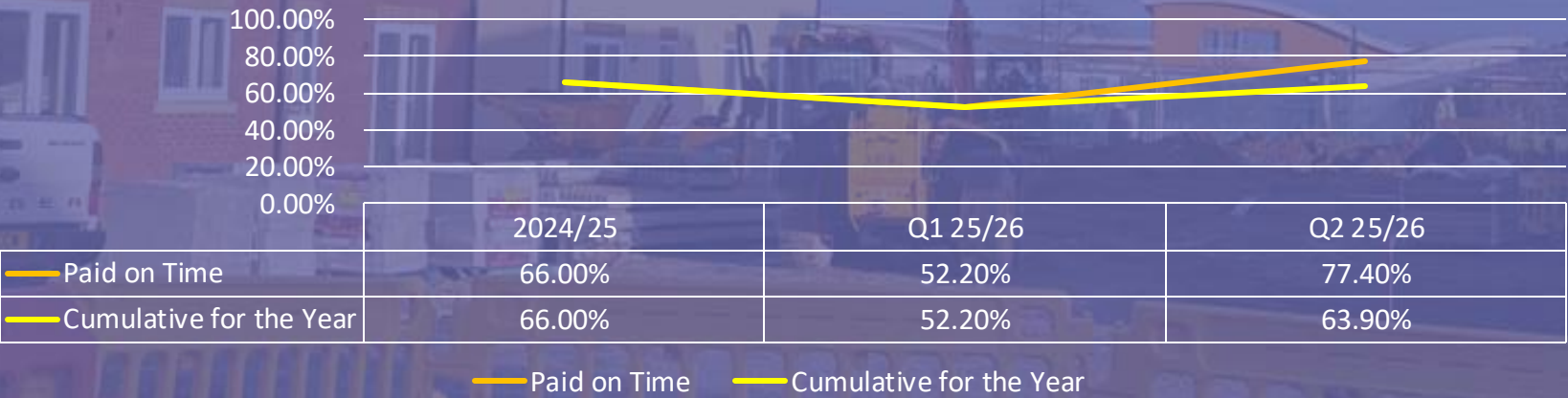


# FINANCE KPI'S

Creditor Days - Average & Culmulative



Invoices



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