

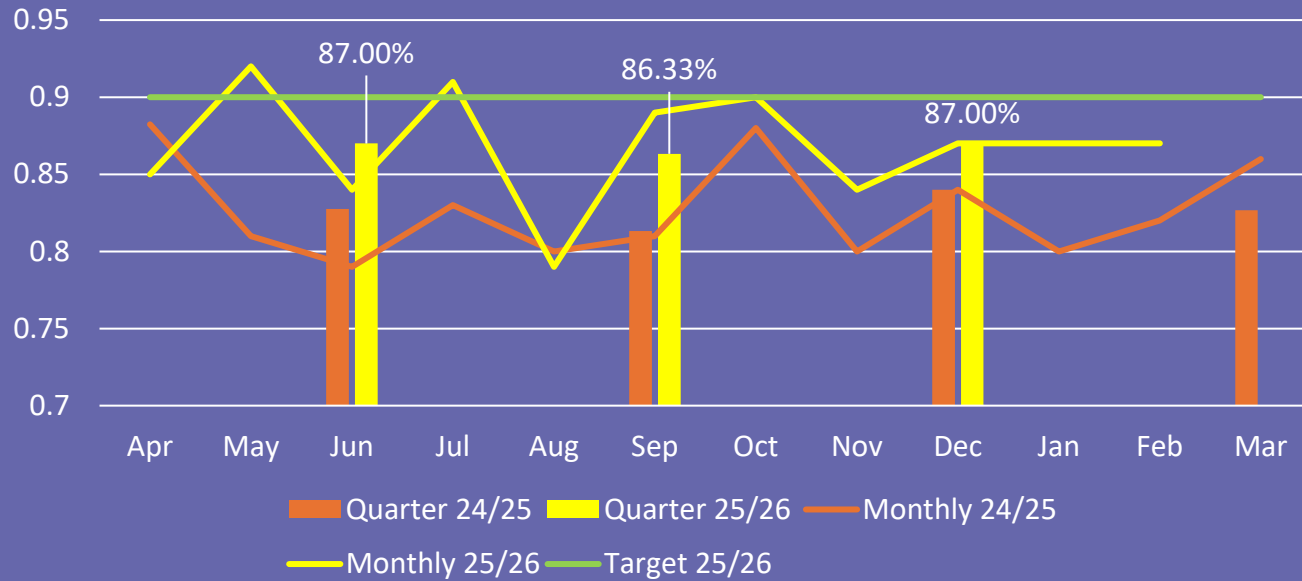


QUARTER 3 2026 PERFORMANCE REVIEW

you matter it's good to be home inspired colleagues

YOU MATTER

% Satisfied with Repairs Service (Transactional)



Quarter 3 = 87%

25/26 Target 90%

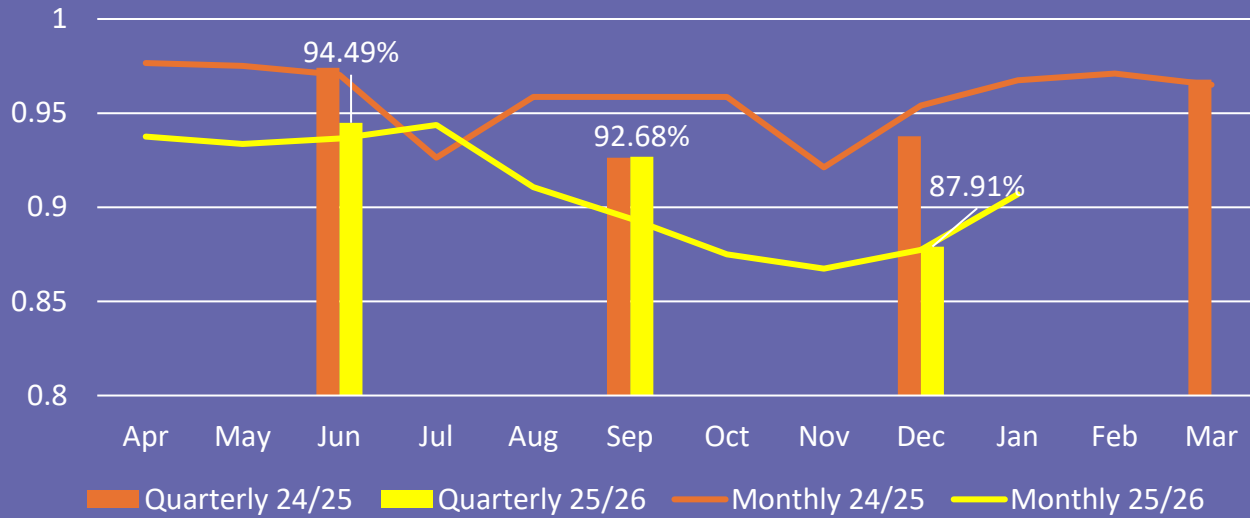


Tenancies Sustained in the first 12 months

Pride. Quality. Integrity. Innovation.

IT'S GOOD TO BE HOME

Repairs Completed at First Visit



Quarter 3 = 87.91%



100% Gas Safety

Check & Record Completed by anniversary date

Prev Quarter 100%



98.60% Electrical Safety

Check & Record Completed by anniversary date

Prev Quarter 97.75%



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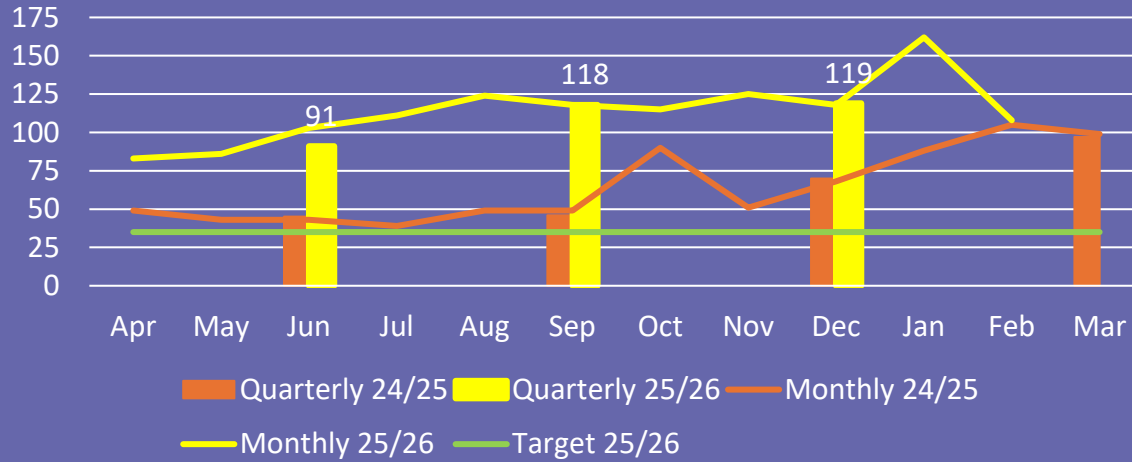
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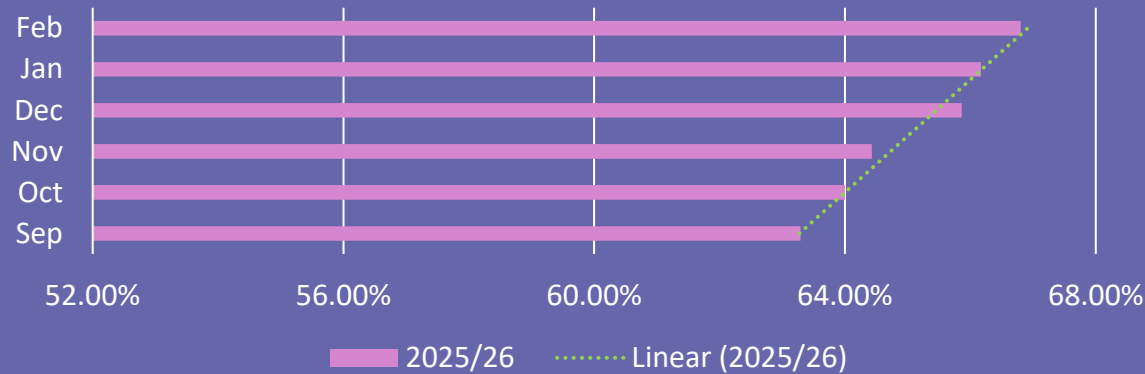
Quarter 3 = 119

25/26 Target < 35

Average number of Void Days



% of homes with EPC Band C rating and above



Hate Crimes

Quarter 2 = 2





HOME SAFETY QUARTER 3



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



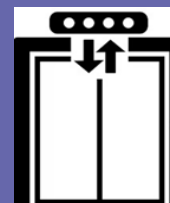
% of Communal areas with Fire Risk assessments within required timeframes **100%** Prev month 100%



% 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%

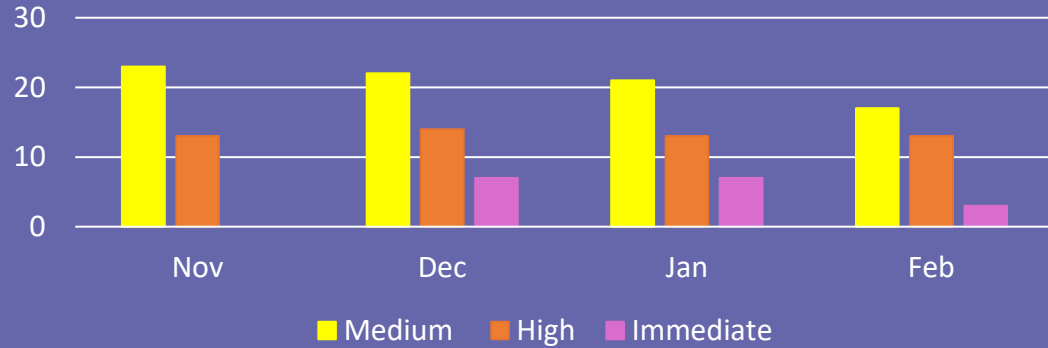


% of LOLER inspections due completed **100%** Prev month 100%

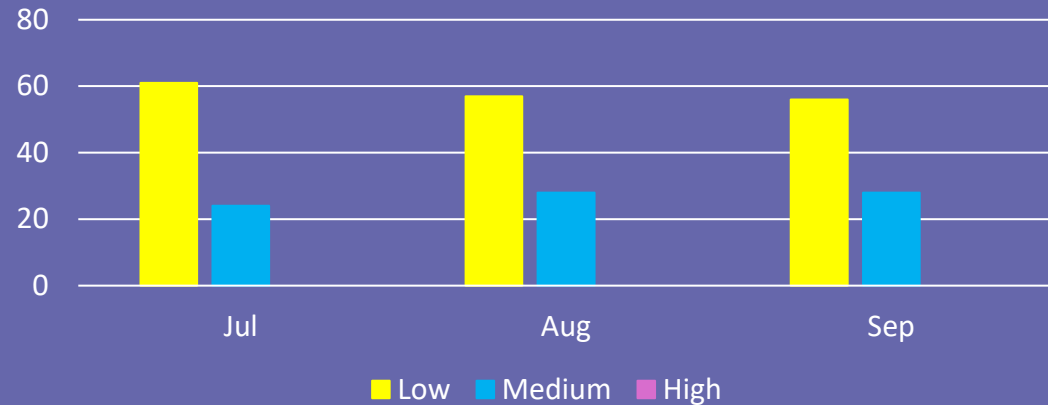
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HOME SAFETY OVERVIEW

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.

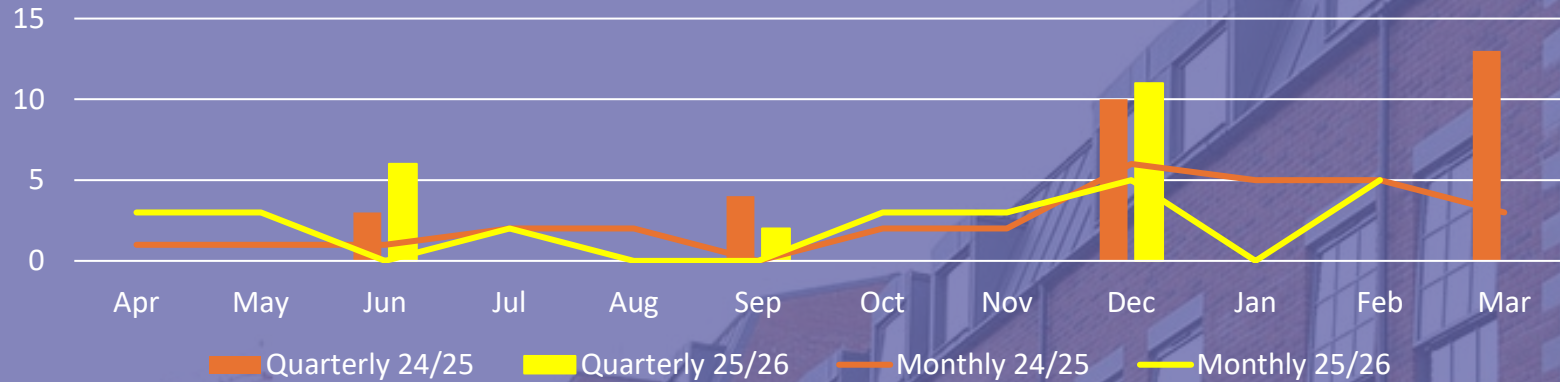


ZERO outstanding Asbestos remedial actions

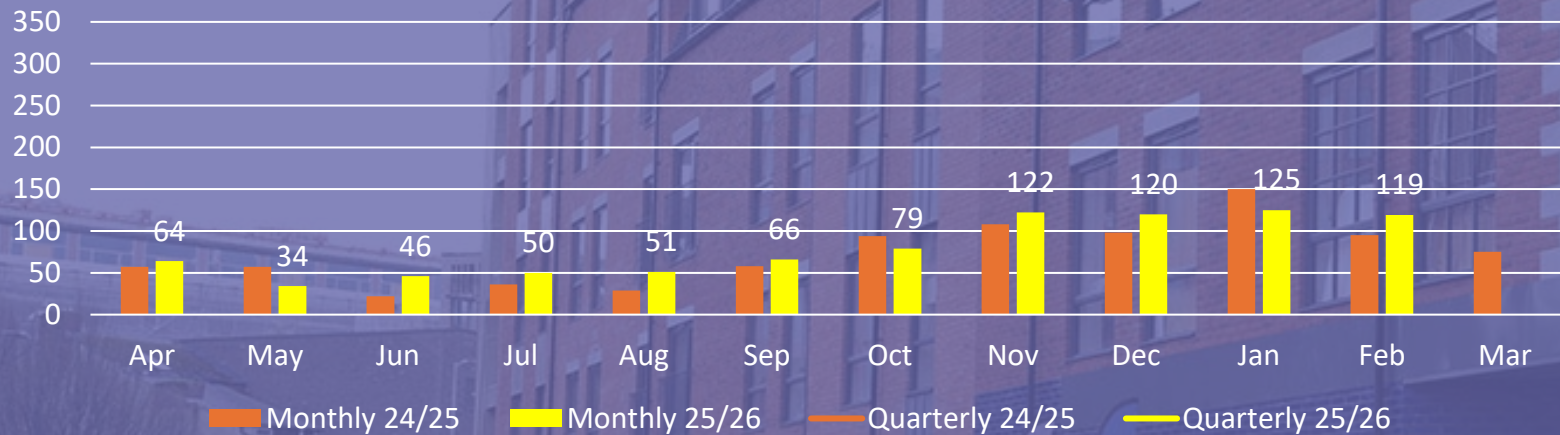
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HOME SAFETY OVERVIEW

Number of Disrepair Claims Received YTD **Quarter 3 = 19**



Number of Reported Damp and Mould Cases **Quarter 3 = 120**



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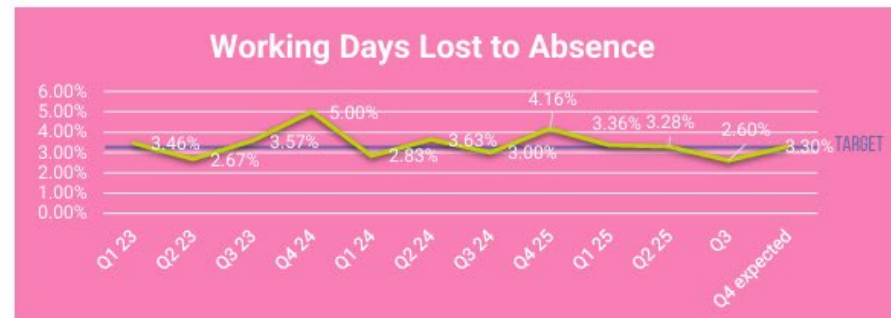
INSPIRED COLLEAGUES

Q3 PEOPLE RELATED BOARD KPI DASHBOARD

QUARTERLY COMPARISON:

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)

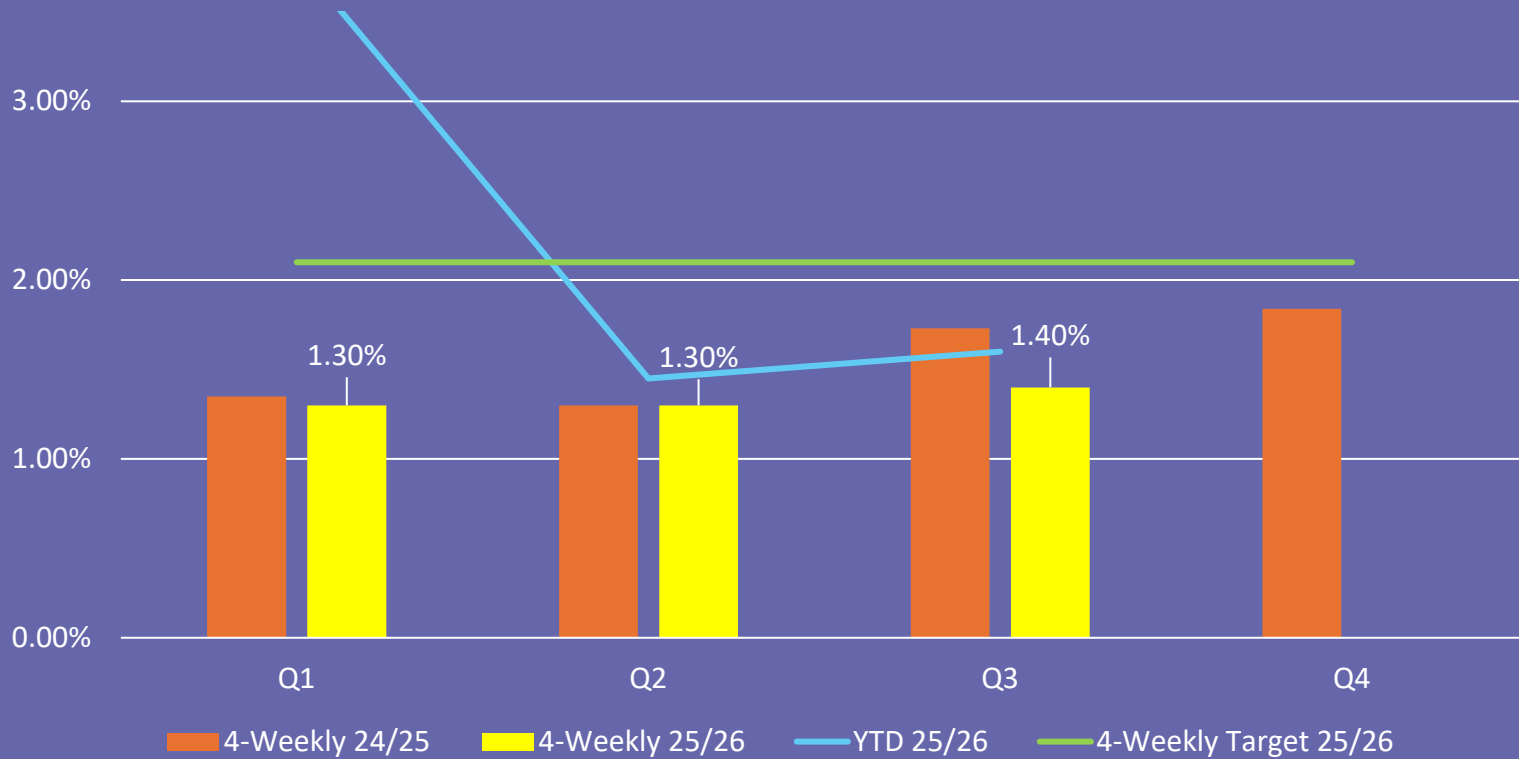
C. % WORKING DAYS LOST TO ABSENCE

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

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INCOME KPI'S

Quarterly Rent Arrears as a Proportion of Rent Due



Quarter 3 Results

4-Weekly = 1.40%

YTD = 1.60%

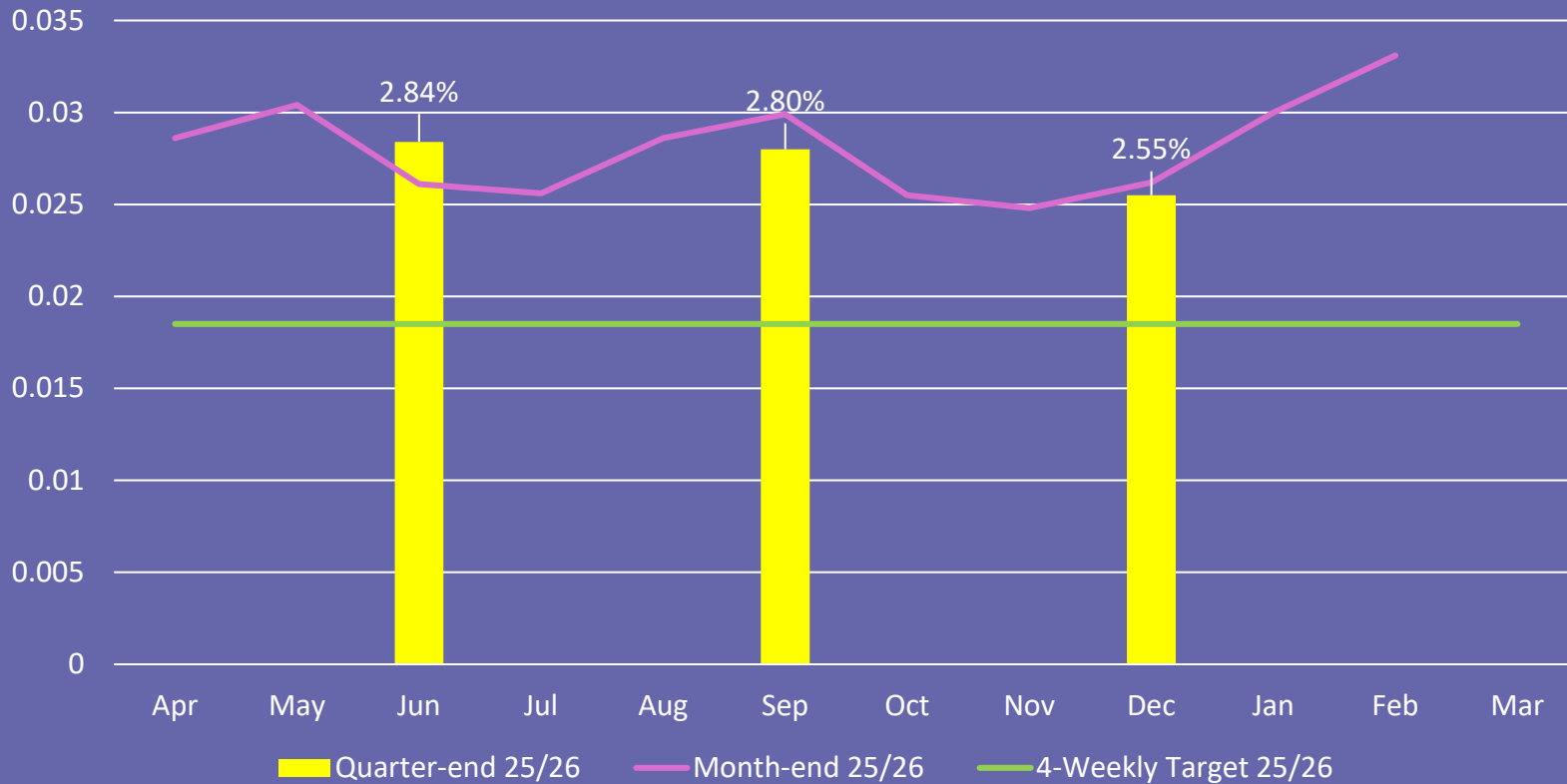
25/26 Target <2.10%

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INCOME KPI'S

Month-end & Quarter-end Rent Loss on Empty Homes



Quarter 3 Results

Quarter-end = 2.55%

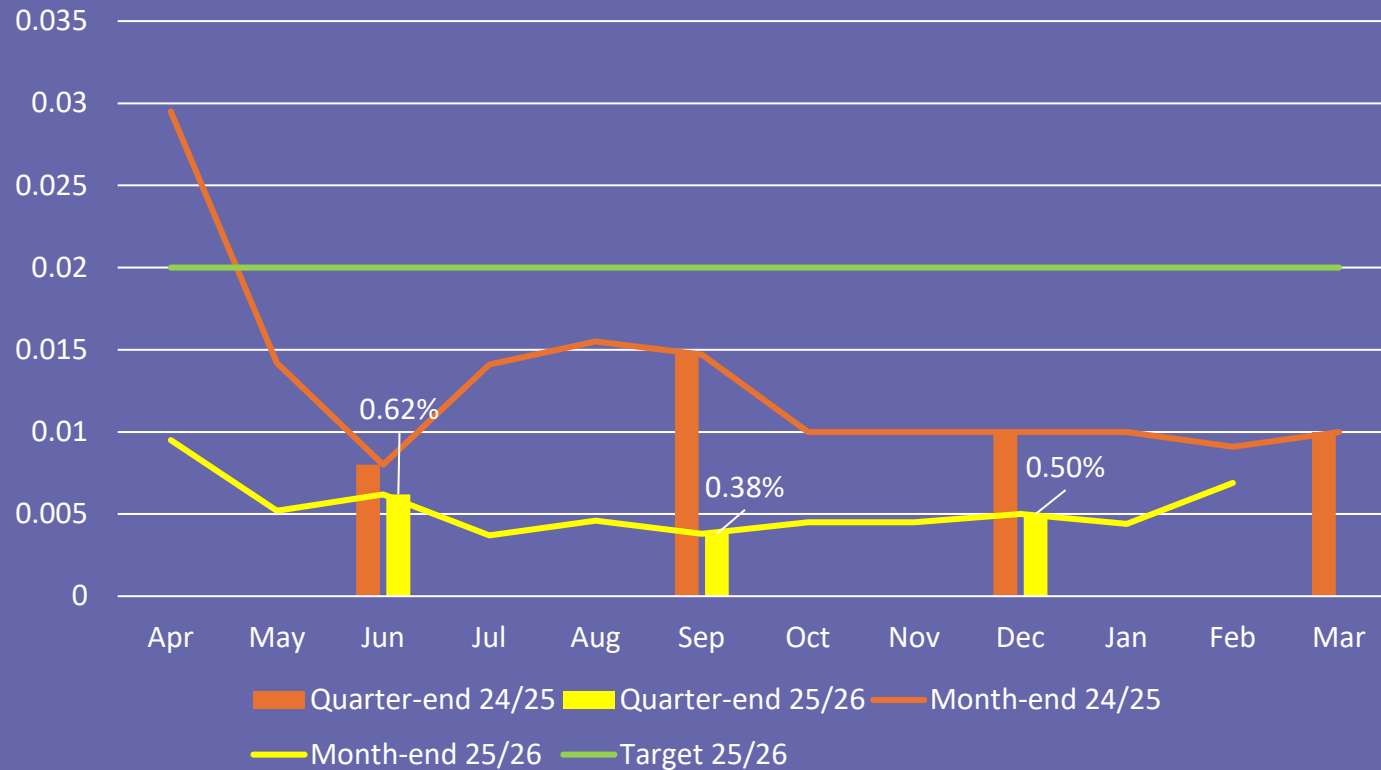
25/26 Target <1.85%



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INCOME KPI'S

Current Level of Bad Debt Write-Off



Quarter 3 = 0.50%

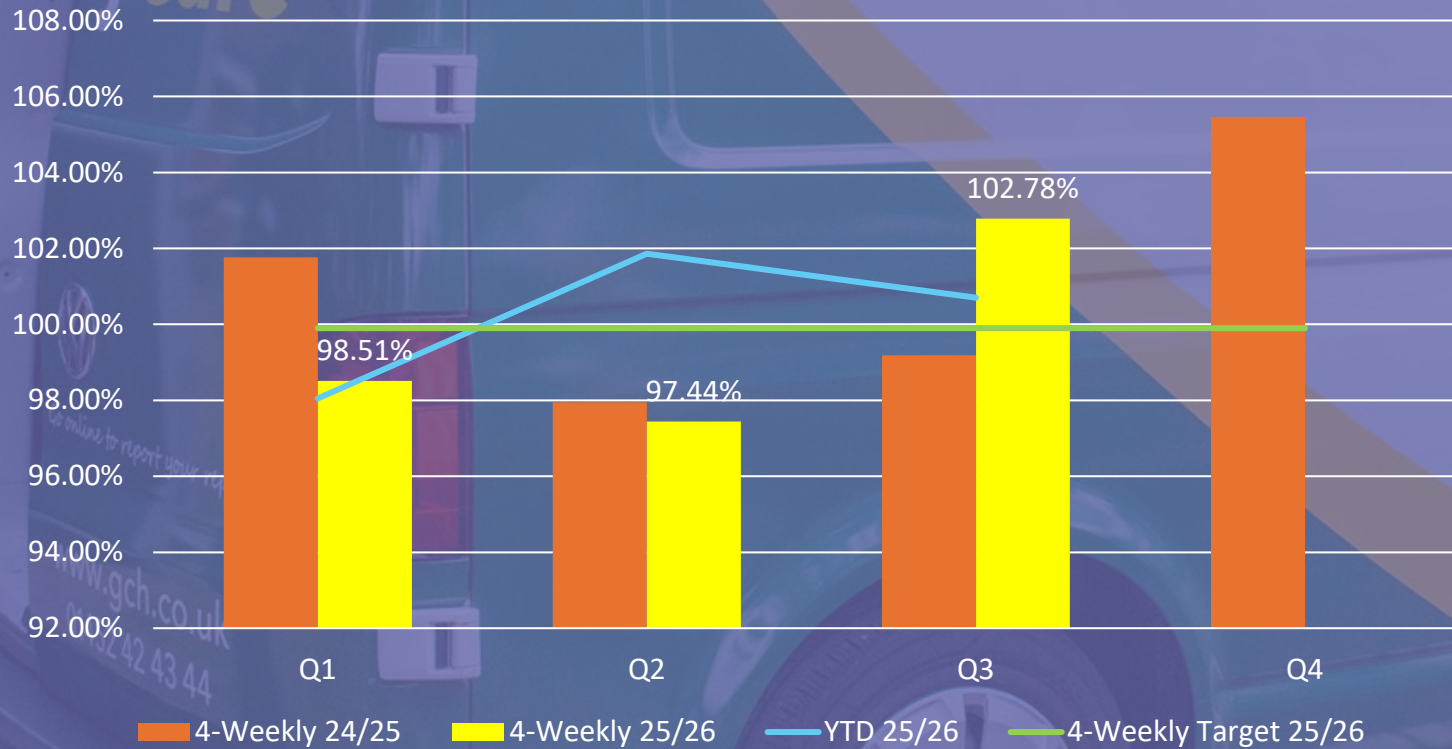
25/26 Target <2.00%

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INCOME KPI'S

Quarterly Rent Collection 4-Weekly & YTD



Quarter 3

4-Weekly = 102.78%

YTD = 100.70%

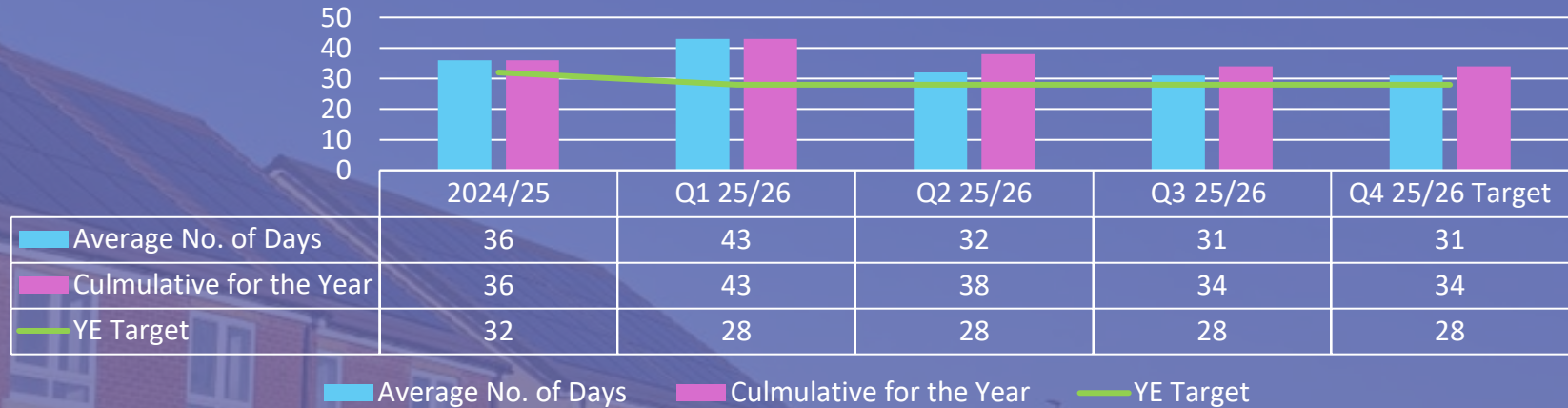
25/26 Target >99.90%



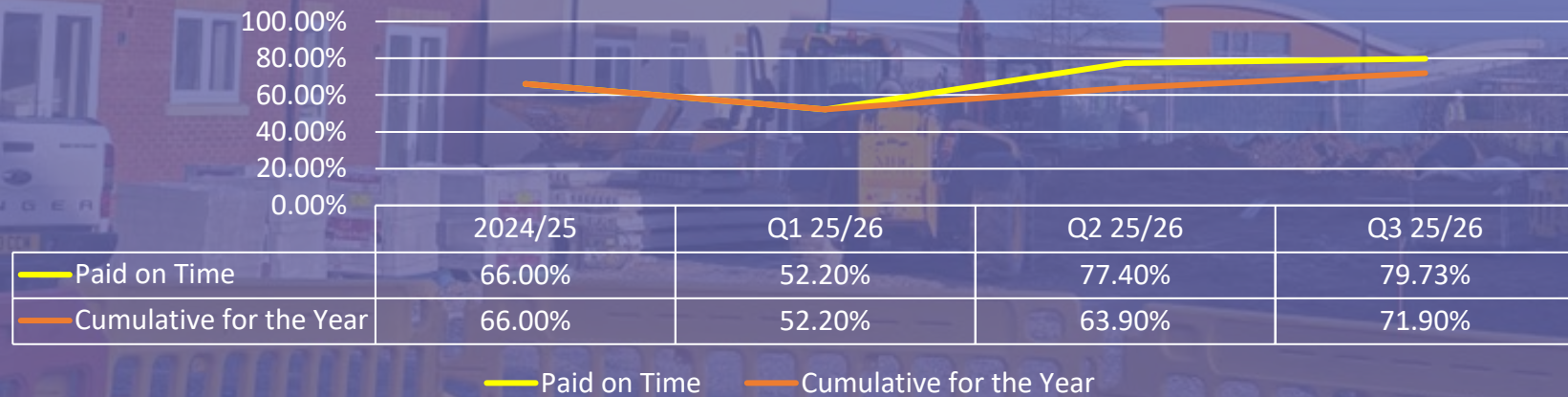
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FINANCE KPI'S

Creditor Days - Average & Culmulative



Invoices



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