

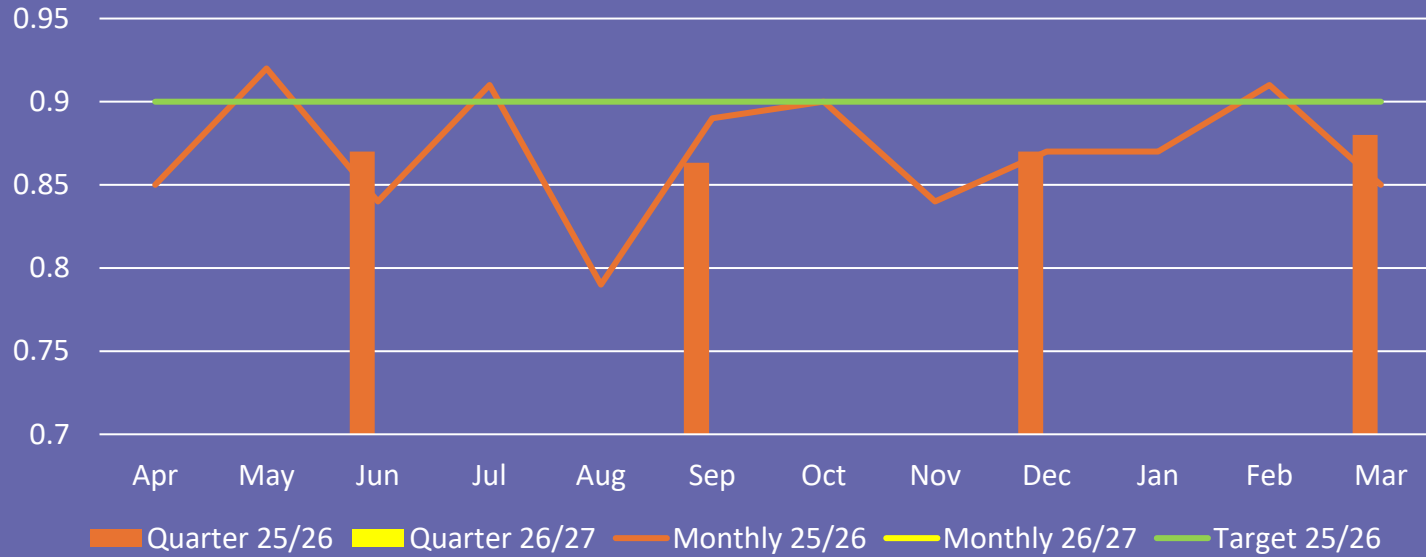


# Q4 & YE 25-2026 GCH PERFORMANCE REVIEW

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

# YOU MATTER

% Satisfied with Repairs Service (Transactional)



Q4 = 91%  
 YE 25/26 = 88%  
 25/26 Target 90%



## Customer Satisfaction Summary

Out of 100 surveys, **85** customers reported being satisfied with the overall repairs service, indicating on-target performance.

- **Communication:** 85% were satisfied with how well they were kept informed (February 91%).
- **Quality of Work:** 87% were satisfied with the quality of work (February 94%).
- **Engineer Performance:** 93% were satisfied with the engineers' overall performance (February 97%).

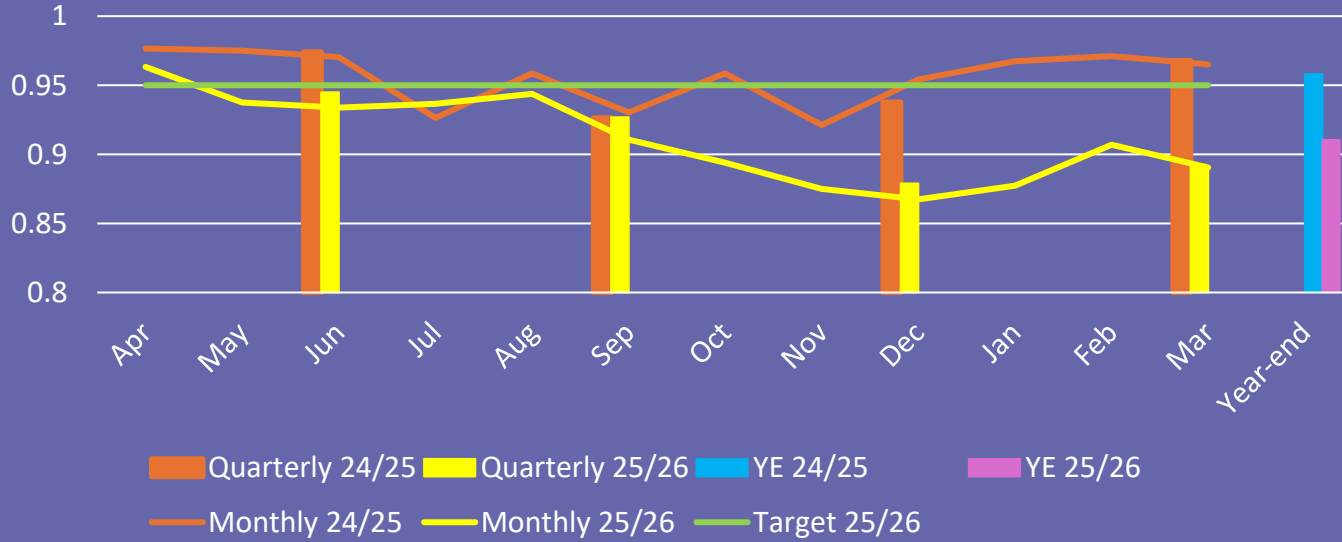


Tenancies Sustained in the first 12 months

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# IT'S GOOD TO BE HOME

## Repairs Completed at First Visit



Q4 = **89.11%**  
YE 25/26 = **91.04%**



### 100% Gas Safety

Check & Record Completed by anniversary date

Prev month 100%



### 98.14% Electrical Safety

Check & Record Completed by anniversary date

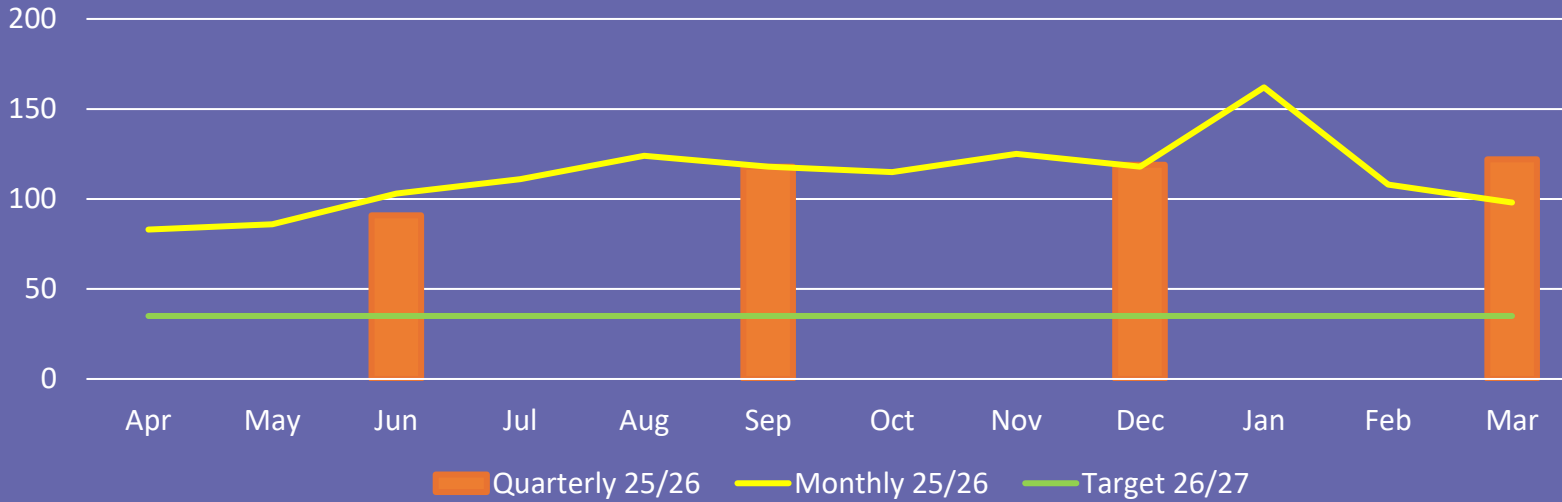
Prev month 97.55%



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# CONTINUED...

## Average number of Void Days



**Q4 = 123**  
Prev mth = 108

**YE 25/26 = 113**  
25/26 Target < 35



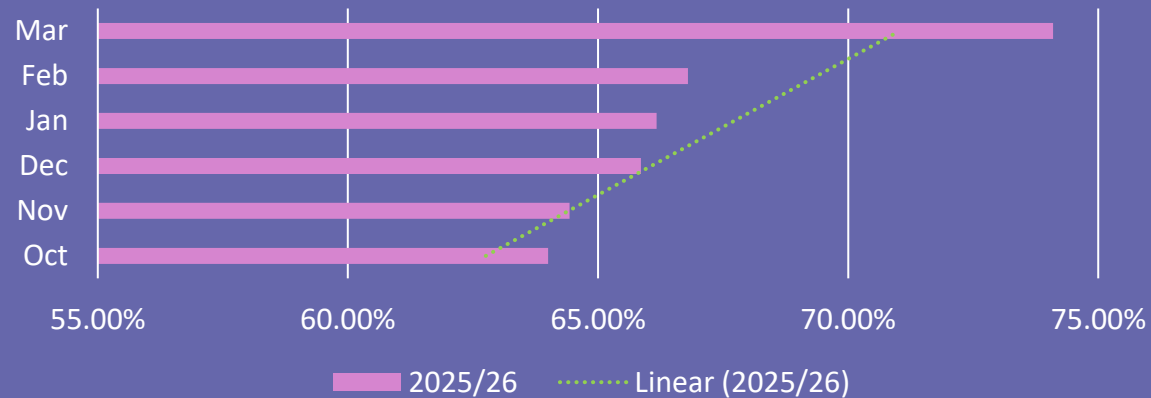
## Hate Crimes

**Q4 = 2**

**YE 25/26 = 10**



## % of homes with EPC Band C rating and above



**Q4 & YE = 74.10%**  
25/26 Target YE 74%



# HOME SAFETY Q4/YE 25/26



% Home Safety Checks Completed **99.83%**  
Prev month 99.96%



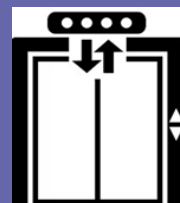
% of Communal areas with Fire Risk assessments within required timeframes **100%** Prev month 100%



% 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%



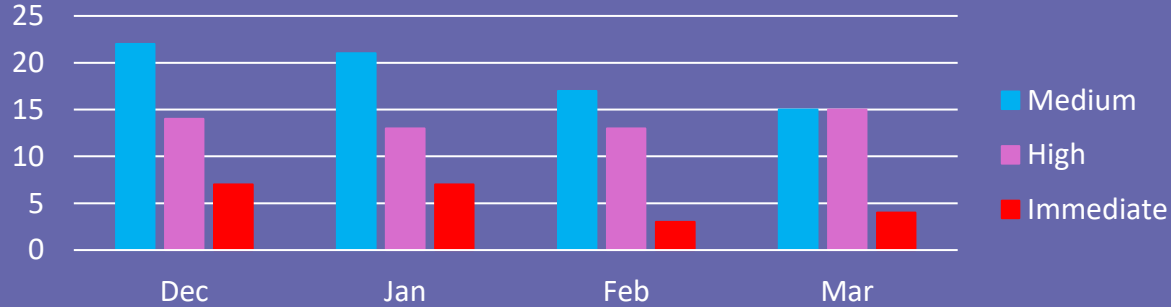
% of LOLER inspections due completed **100%** Prev month 100%



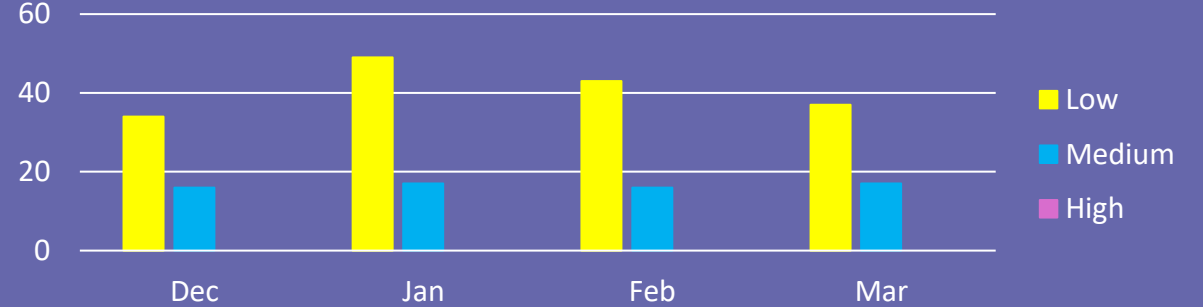
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# HOME SAFETY OVERVIEW

## Legionella - Recommended Remedial Actions



## Fire - Recommended Remedial Actions



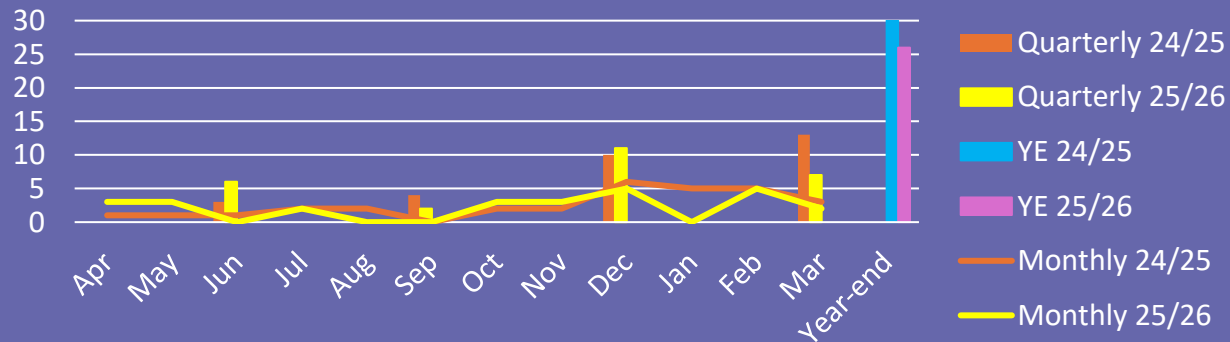
Legionella, 34 actions (4 immediate, 15 high risk, 15 Medium risk). Fire, 54 actions (17 medium risk, 37 low risk) with 15 medium risk and 22 low risk actions. Passenger Lifts, 4 actions (1 medium risk, 3 low risk).

All of these actions are being progressed and monitored by Compliance Manager, Surveyors and Specialist Contractors.

**Passenger Lifts = 3 Low, 1 Medium Risk Remedials**

**ZERO** outstanding Asbestos remedial actions

## Number of Disrepair Claims Received



**Q4 = 7**

**YE 25/26 = 26**

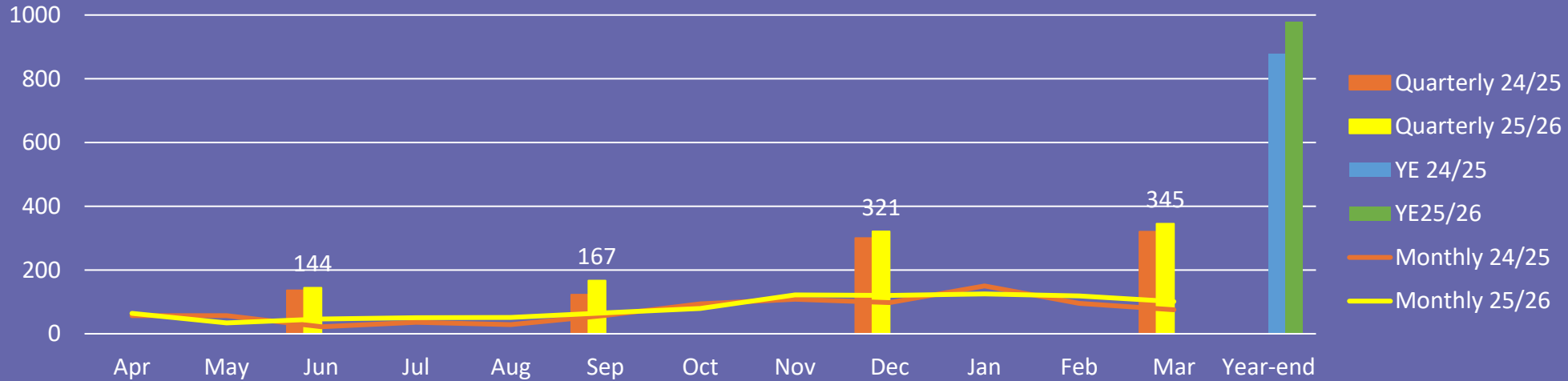
**Prev year = 30**

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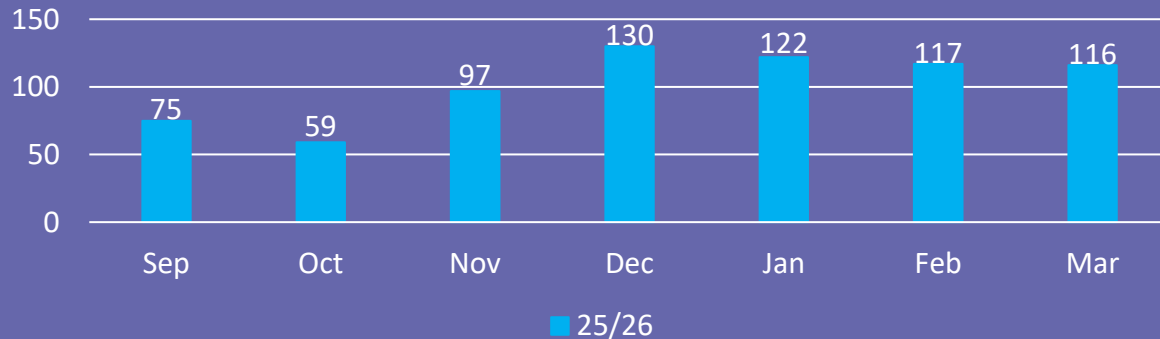
# HOME SAFETY OVERVIEW



Number of Reported Damp and Mould Cases



Number of Damp & Mould Repairs resolved in the month



**Q4 = 287**

**YE 25/26 = 977**

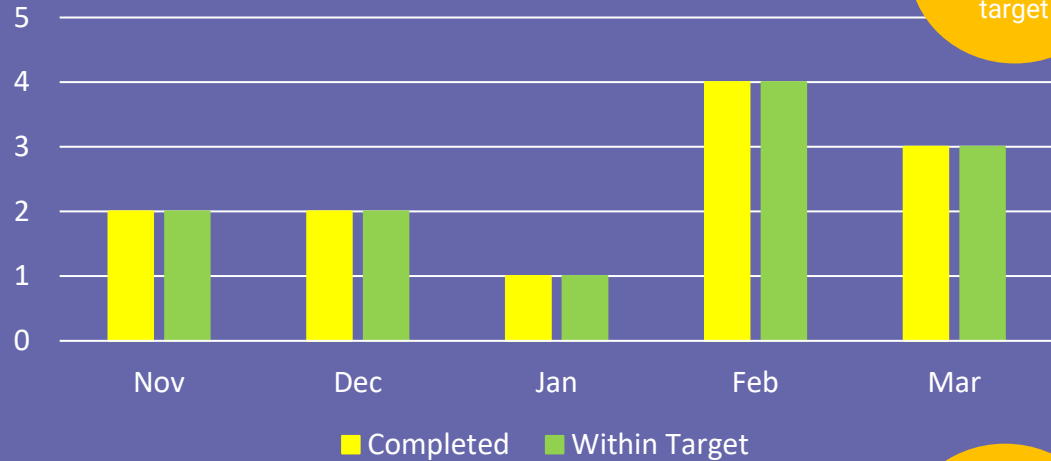
**Prev Yr = 879**

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# AWAAB'S LAW - MARCH

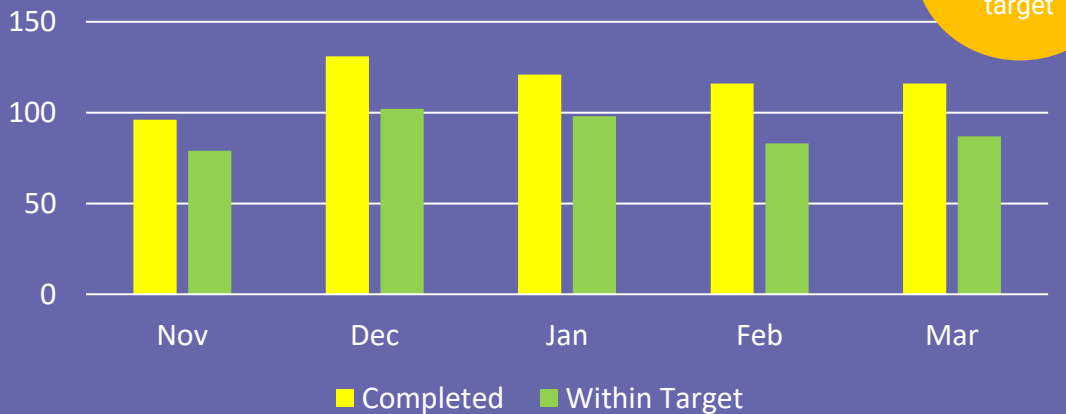


### NEW Emergency Hazards Reported

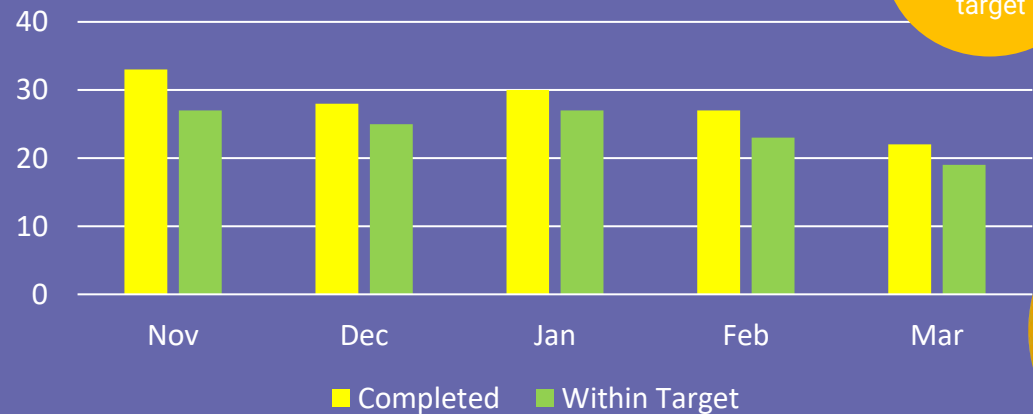


March performance remained strong. Emergency repairs achieved 100% completion within 24 hours. 116 Damp & Mould wash jobs were completed, with 91% attended within target. All immediate hazards were addressed at first visit. Out-of-target cases were driven by no access or customer-requested dates, not service capacity.

### Damp & Mould Washes Completed



### Damp & Mould Inspections



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# INSPIRED COLLEAGUES

## Voluntary Staff Turnover

Q4 = 3.18%  
YE Result = 12.12%

25/26 Target < 17%



## Working days lost to sickness

Q4 = 4.51%  
YE Result = 3.56%

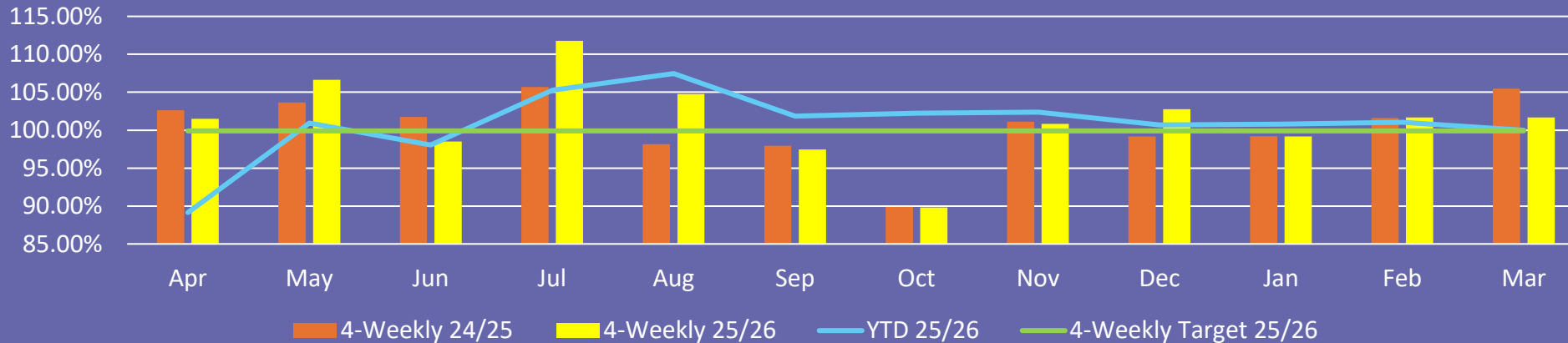
25/26 Target < 3.2%



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# INCOME KPI'S

## Rent Collection 4-Weekly & YTD

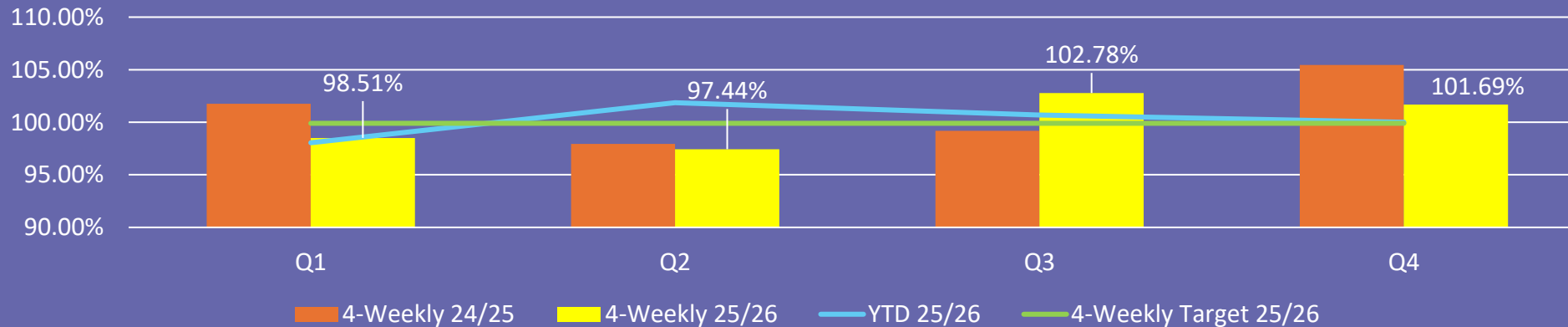


## Q4 & Year-end Results

4-Weekly = **101.69%**  
 YTD = **99.99%**

25/26 Target >99.90%

## Quarterly Rent Collection 4-Weekly & YTD



## Quarterly Results

25/26 Target >99.90%

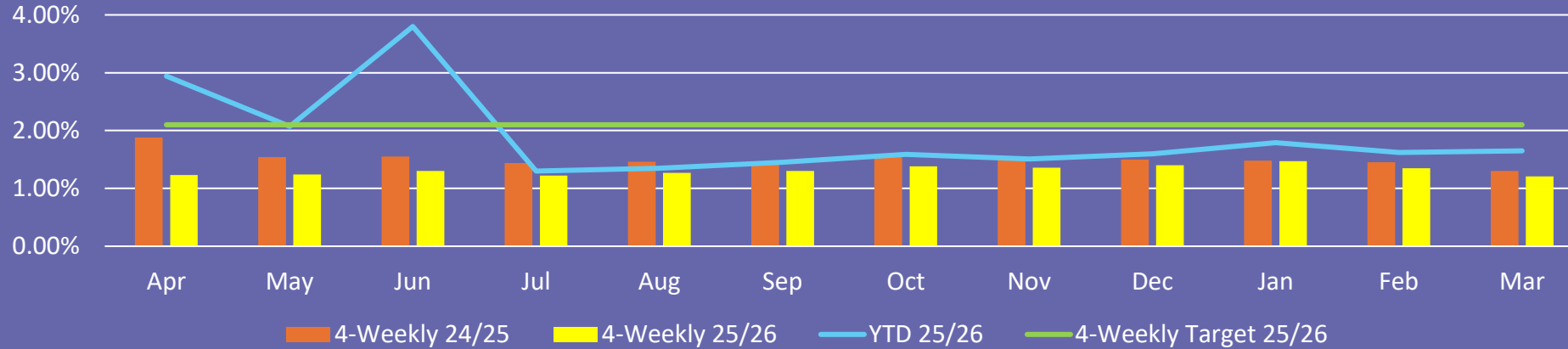


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# INCOME KPI'S

Rent arrears as Proportion of Rent Due

4-Weekly & YTD

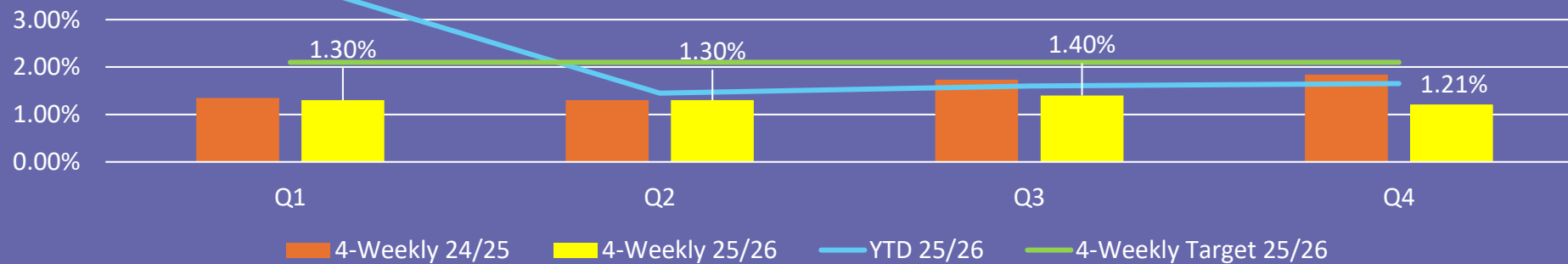


## Q4 & Year-end Results

4-Weekly = **1.21%**  
YTD = **1.65%**

25/26 Target <2.10%

Quarterly Rent Arrears as a Proportion of Rent Due



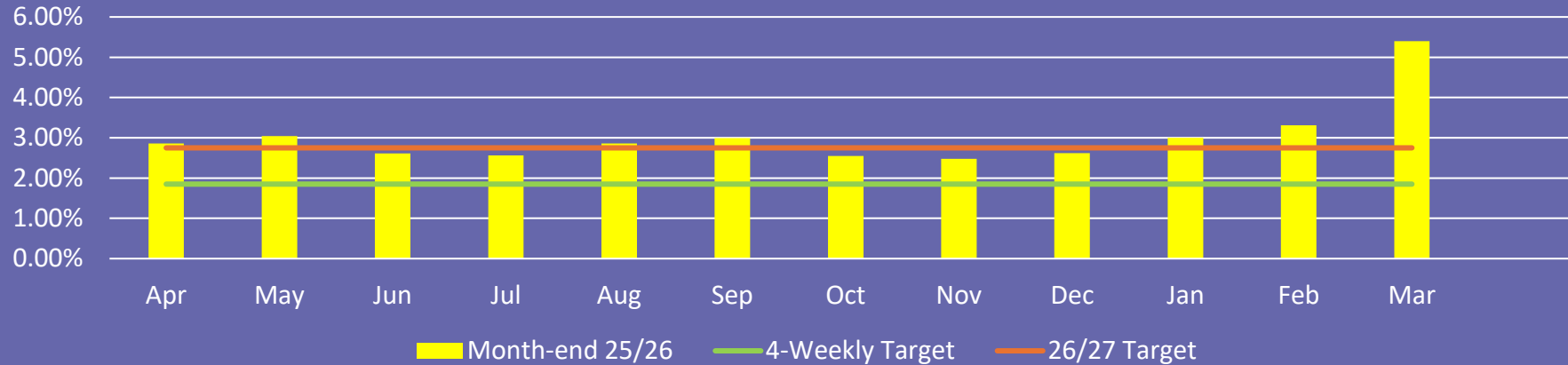
## Quarterly Results

25/26 Target <2.10%

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# INCOME KPI'S

## Rent Loss on Empty Homes

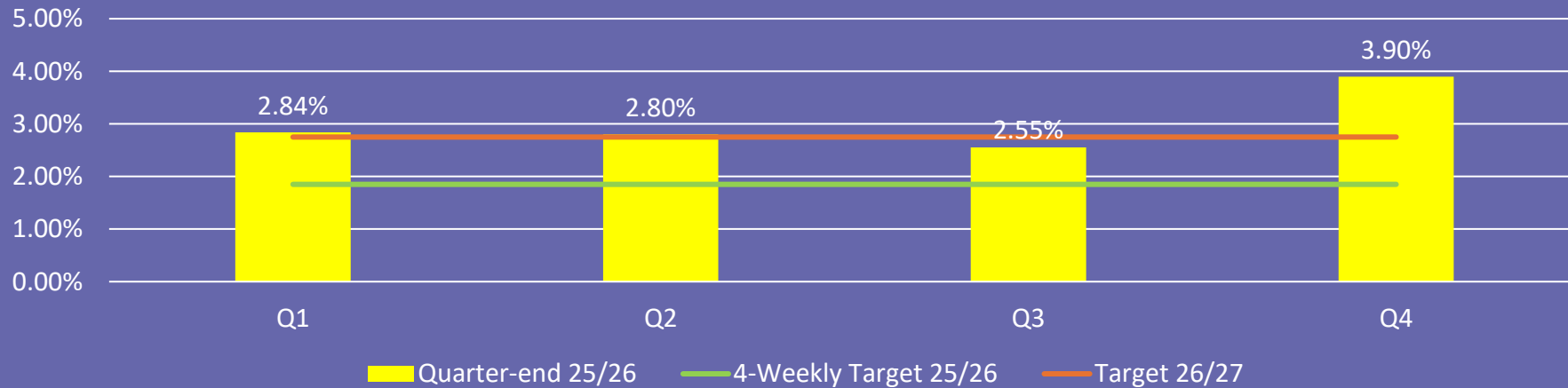


**Q4 Result = 3.90%**

**Year-end = 3.02%**

25/26 4-Weekly Target <1.85%

## Quarterly Rent Loss on Empty Homes



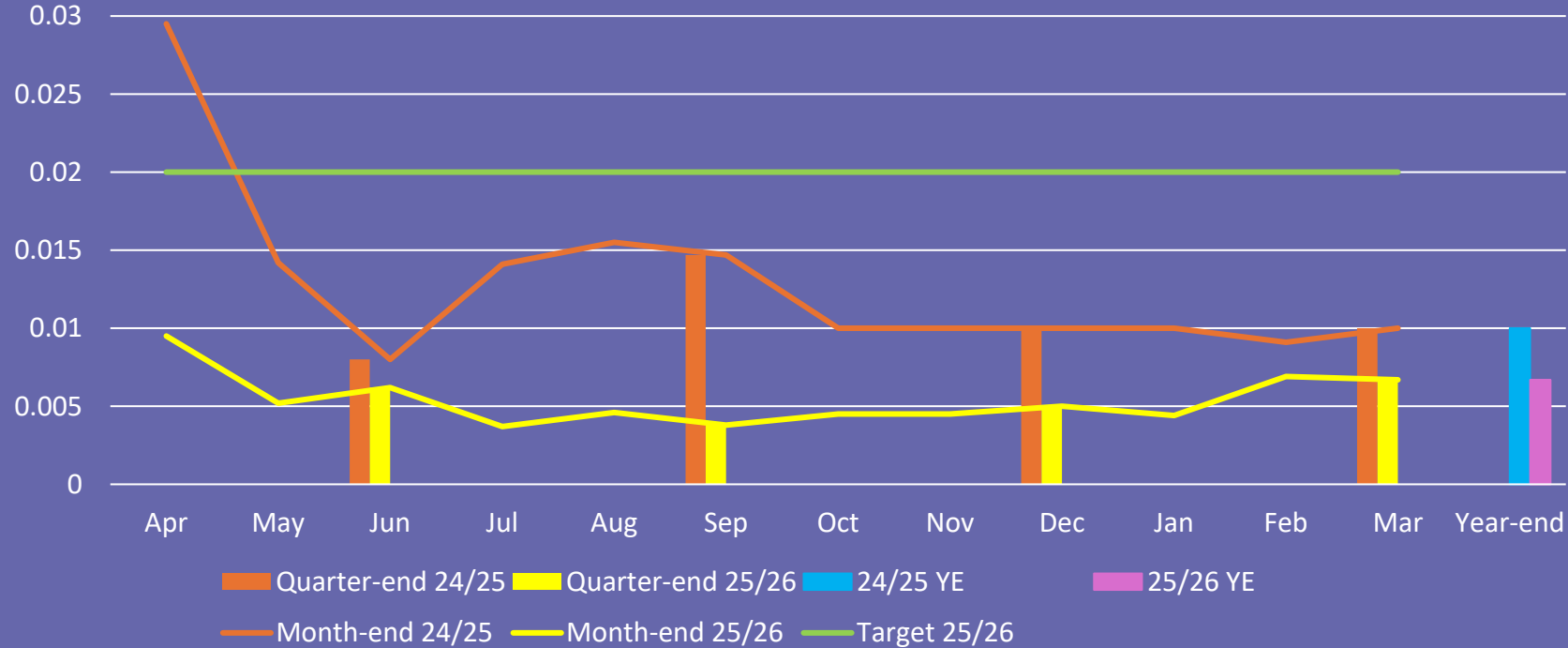
**Quarterly Results**

25/26 4-Weekly Target <1.85%

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# INCOME KPI'S

Current Level of Bad Debt Write-Off



**Q4 Result = 0.67%**

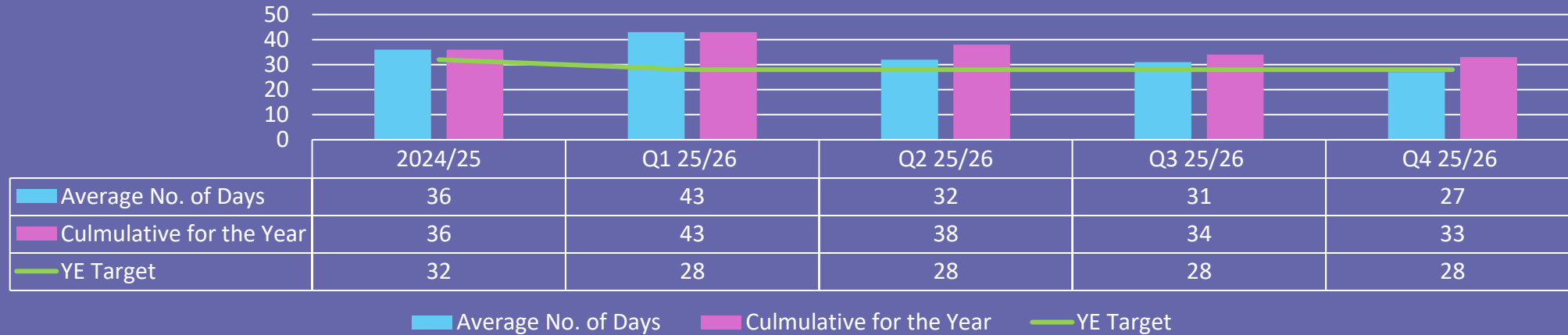
25/26 Target <2.00%



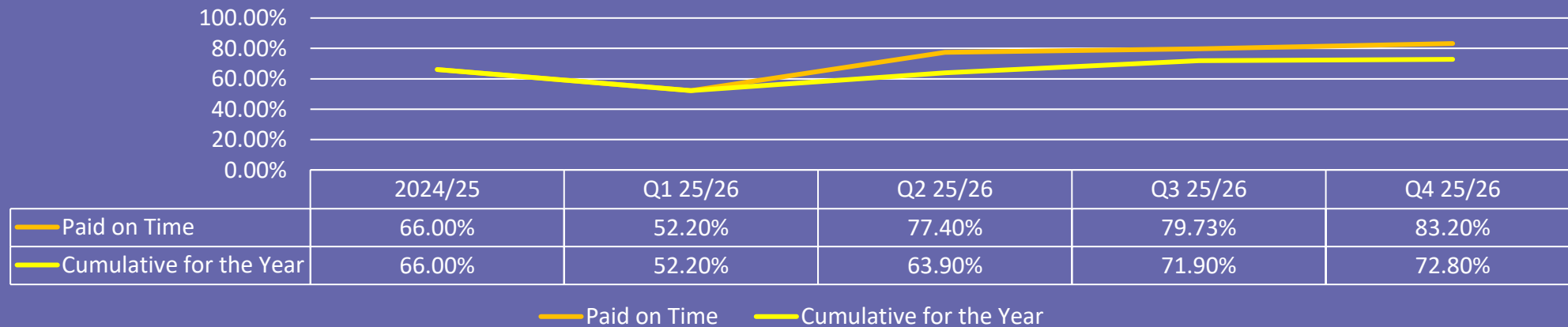
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# FINANCE KPI'S

## Creditor Days - Average & Culmulative



## Invoices



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