Head of Operations Report to Almshouse Committee – August 2026

1. Key Performance Indicators to 4th quarter to 30.06.26

a. Monitor the cost of day-to-day repairs against budget

BUDGET	£114,600
EXPENDITURE	£88,614.83 (Forecast as figure has not been finalised for year-end)
NET RECEIVABLE **Gross receivable less 4% budget for voids and bad debts*	£1,091,801.82
ANNUAL RECEIVABLE **Gross receivable less 4% budget for voids and bad debts*	£1,091,801.82
RECEIVED to date	£1,193,483.11
% collected	109% *(better than target)*
HB due	*£25*,623.72
% collected (Including HB Due)	*111*% *(better than target)*

b. Maintain arrears at less than 2.5 % of annual net receivable

ARREARS *(Two HB Claims were suspended during the last quarter. They were not paid or reinstated until July and therefore reflected in the report as an increase to the arrears up until the end of June.)*	£21,597.08
% of annual charges receivable.	1.97% *(better than target)*
Arrears minus HB due	£0
% arrears Including HB Due	0% *(better than target)*

c. **Relet time to be less than 3 weeks (21 days)**

RELETS

Number of lettings	15
Average time to re-let time to w/e 30th June 2026	2.6 weeks (better than target)

Flat 25 Harborne House was excluded from the average time to re-let due to major maintenance work required.

Number of Arrears 1

over £1'000

Resident	Amount	Payment Plan	Progress
Resident 1	£5,574.34	Resident agreed to payment plan DETAILS REDACTED	REDACTED

2. Residents' Issues (please see separate report)

3. Repairs and Maintenance

Distribution of work between contractors to 30th June 2026

Contractor	Total Contractor Invoices	No Invoiced	% of Gross Cost	Ave days to completion	No of Orders
DEH Electrical	£81,274.8	63	2.49	3.74	85
Young & Harris Limited	£55,575.89	56	16.47	3.38	73
M Hinch Building Maintenance Contractor	£38,690	6	11.47	5.86	7
DEH Maintenance	£33,396	19	9.90	5.79	24
Dorwingear Ltd	£33,343.67	8	9.88	2.44	9
CPR Midlands Ltd	£22,871.33	16	6.78	3.60	15
M Murphy Plumbing Heating and Energy Services	£18,690	35	5.54	2.85	40
Atlas Property Solutions	£16,676.96	87	4.94	6.38	514
Alfred Bagnall & Sons Ltd	£11,640	6	3.45	2.50	8
Advantage Drains	£6,620	13	1.96	2.88	16
C B Mowers Ltd	£4,735	2	1.40	3.50	4
Cleaning Force UK	£3,852	9	1.14	2.71	7
Excel Carpet Cleaning	£2,860	4	0.85	8.25	4
Acorn Environmental Management Group	£1,296	1	0.38	6	1
DNA Security Integrations Ltd	£1,079.69	4	0.32	3	5
Birmingham Sparke	£1,000	2	0.30	3.14	7
John O'Neil Roofing	£860	2	0.25	8	43
Nurture Pest Control	£859.21	3	0.25	3.71	7
Digital Direct Aerials	£603	3	0.18	2.20	5
DFD Services	£536.82	2	0.16	3	2
Salamander Fire & Security Ltd	£524.4	4	0.16	4.25	4
Quality Installations & Glazing Ltd	£300	2	0.09	4.36	11
Kevin James HPLC Building Manager	£0.00	0	0	4	8
All contractors	£337,392.8	348	100	5.31	860

Day to day repairs performance to June 2026

Order Type	Raised	Complete	Completed on time		Target Response	Av. Response	Diff (- = fail)
Pending	3	2					
Programmed	472	472	472	100%	20.00 (w)	6.49	13.51
Routine	155	155	150	96.77%	10.00 (w)	4.56	5.44
Urgent	235	235	230	97.87%	4.00 (w)	2.62	1.38

One works order is pending. It's to replace a bathroom light with shaver socket, delayed due to resident going away on holiday.

Residents' Satisfaction with work

28 satisfaction surveys were received back during the final quarter and there was 96% satisfaction with work carried out.

WO10341 (0xDH-SW). Resident reported that repair was not satisfactory due to the repair being an emergency call out, as a leak from the flat was affecting the flat below.

"This repair was not my request. The flat at No. x had a leak from my toilet cistern. The plumber fitted a new washer in the cistern, so the job is complete."

This document is classified: Level 4 GORDON

Planned Maintenance 2024-2025

Not started	In Progress	Completed

Firs Close						
Project	*Budget (inc VAT)*	*Quote Accepted (exc VAT)*	*Variance*	*Contractor*	*Spend (inc VAT)*	*Comments*
Lightning Protection-Annual maintenance and testing	£500	£312	£188	Lightning Strike	£312	*Completed in July 2025*
Tree Pollarding	£5,000	£1,950	£3,050	CB Mowers	£1,950	*Completed in November 2026*
Boundary Fence Replacement	£35,000	£9,400	£25,600	CPR Midlands	£8,432.40	*Completed in September 2025*
Drain Inspection	£1,500	£600	£900	Advantage Drains	£600	*Completed in July 2025*
Adjust Communal Fire Doors	£7,000	£144 per door				*A price per door has been agreed with*

Firs Close						
Project	*Budget (inc VAT)*	*Quote Accepted (exc VAT)*	*Variance*	*Contractor*	*Spend (inc VAT)*	*Comments*
						contractor Paul Philips Carpentry.
Communal Consumer Units- 1 Replaced and 2 upgraded	£2,500	£2,500		DEH Electrical	£1,581	*Completed in August 2025*
Replacing Flat Consumer Units	£16,000	£17,500	-£1,500	DEH Electrical	£17,919	*Completed in August 2025*

Harborne House						
Project	*Budget (incl VAT)*	*Quote Accepted (inc VAT)*	*Variance*	*Contractor*	*Spend*	*Comments*
Lightning Protection-Annual maintenance and inspection	£500	£355	£145	Lightning Strike		*Work completed in March 2026*
Replace Guttering on old block	£12,000	£9,960.00	£2,040	John O'Neil Roofing	£9,960	*Completed in August 2025*
Annual Inspection of Drains	£1,500	£1'000	£500	CPR Midlands		*Completed in May 2026*
Adjusting Communal Fire Doors	£60,000	£144 per door		Paul Philips Carpentry		*A price per door has been agreed with contractor Paul Philips Carpentry. Rectification work started in July 2026.*
Replacing Communal Consumer Units	£8,000	£8,000		DEH Electrical		*Work completed in October 2025*
Replacing Flat Consumer Units	£16,000	£17,500	£1,500	DEH Electrical		*Work completed in October 2025*

Harborne House						
Project	*Budget (incl VAT)*	*Quote Accepted (inc VAT)*	*Variance*	*Contractor*	*Spend*	*Comments*
Lightning Protection-Annual maintenance and inspection	£500	£355	£145	Lightning Strike		*Work completed in March 2026*
Replace 19 kitchens (Phased 4 kitchens a year)	£182,000 (for all 19 kitchens)	£10,104 per kitchen (estimated £191,976 for all 19 kitchens)	£9,976	DEH Maintenance		*DEH Maintenance have quoted for two kitchens in two voids. xxH completed and currently working on xxHH. Two residents have picked their choices for their kitchens.*
Annual Inspection of Drains	£1,500	£750	£750	Advantage Drains	£750	*Completed in July 2025*
Replacing flat consumer units	£6,400	£5600	£800	DEH Electrical	£5'600	*Completed in August 2025*
Communal Consumer Units	£500	£500		DEH Electrical	£500	*Completed in August 2025*

Harborne House						
Project	*Budget (incl VAT)*	*Quote Accepted (inc VAT)*	*Variance*	*Contractor*	*Spend*	*Comments*
Lightning Protection-Annual maintenance and inspection	£500	£355	£145	Lightning Strike		*Work completed in March 2026*
Replacing carbon monoxide/gas detectors	£7,289	£5,295.68	£934.18	DNA Security Integrations	£6,354.82	*Completed in November 2025*

Harborne Cottages						
Project	*Budget (incl VAT)*	*Quote Accepted (inc VAT)*	*Variance*	*Contractor*	*Spend*	*Comments*
Annual Inspection of Drains	£1,500	£750	£750	Advantage Drains	£750	*Completed in July 2025*
Replacing flat consumer units	£6,400	£5600	£800	DEH Electrical	£5'600	*Completed in August 2025*
Communal Consumer Units	£500	£500		DEH Electrical	£500	*Completed in August 2025*

Dore House						
Project	*Budget (incl VAT)*	*Quote Accepted (inc VAT)*	*Variance*	*Contractor*	*Spend*	*Comments*
Lightning Protection-Annual maintenance and inspection	£500	£355	-£145	Lightning Strike		*Work completed in March 2026*
Annual Tree Survey	£1,000	£1,296	+£296	Acorn	£1,296	*Quote accepted. Work Completed in May 2026.*
Annual Drain Inspection	£1,500	£400	-£1,100	Advantage Drains	£400	*Quote accepted. Completed in April 2026.*
Communal Fire Doors- Replacing 3 and adjusting 3	£6,000	£144 per door		Paul Phlilips Carpentry		*A price per door has been agreed with contractor Paul Philips Carpentry.*
Internal communal redecoration	£3,000	£4,340.4	+£617	Bagnalls		*Completed in April 2026*

Replacing flat consumer units	£2,400	£3,000	-£600	DEH Electrical	£2,400	*Completed in September 2025*
Replacing communal consumer units	£2,000	£2,400	-£400	DEH Electrical	£3,600	*Completed in September 2025*

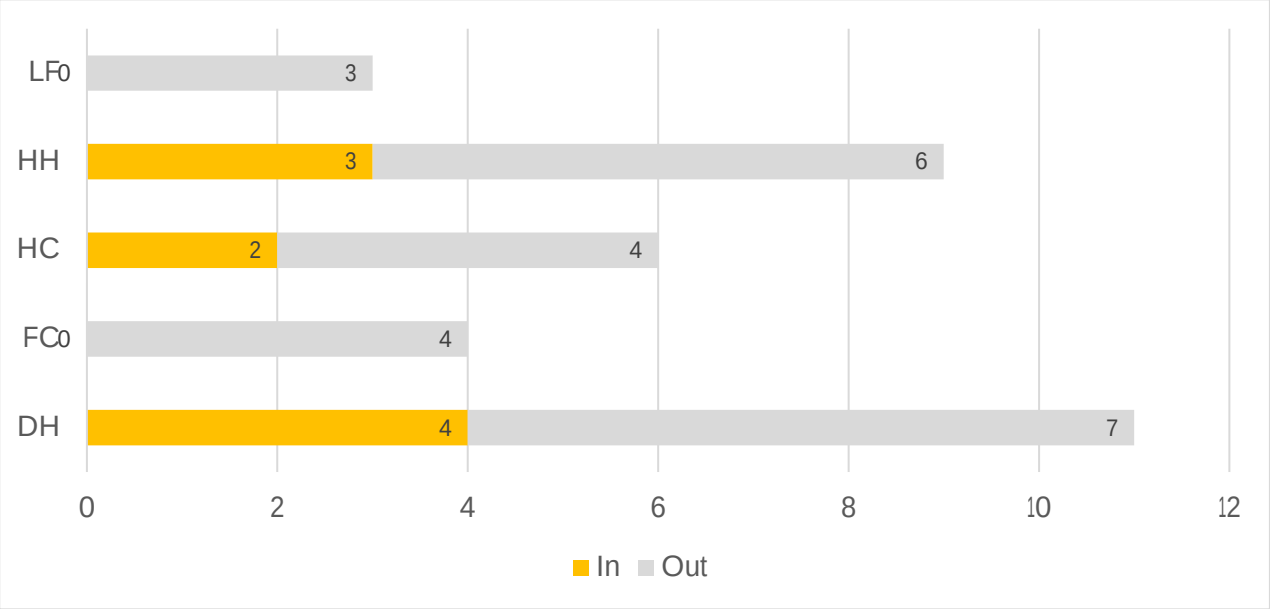
Larksfield						
Project	*Budget (incl VAT)*	*Quote Accepted (inc VAT)*	*Variance*	*Contractor*	*Spend*	*Comments*
Lightning Protection-Annual maintenance and inspection	£500	£355	-£145	Lightning Strike	£355	*Completed in March 2026*
Drain Inspection	£1,500	£550	-£950	Advantage Drains	£550	*Completed in July 2025*
Adjusting communal fire doors, new closures and brushed seals	£4,500	£144 per door		Paul Phlilips Carpentry		*A price per door has been agreed with contractor Paul Philips Carpentry.*
Communal Consumer unit	£2,000	£2,000		DEH Electrical	£2,400	*Completed in September 2025*

Replacing flat consumer units	£4,000	£4,000		DEH Electrical	£4,800	*Completed in September 2025*
Replacing carbon monoxide/gas detectors	£4,556	£3,309.80	£585	DNA Security Integrations	£3,971	*Completed in November 2025*

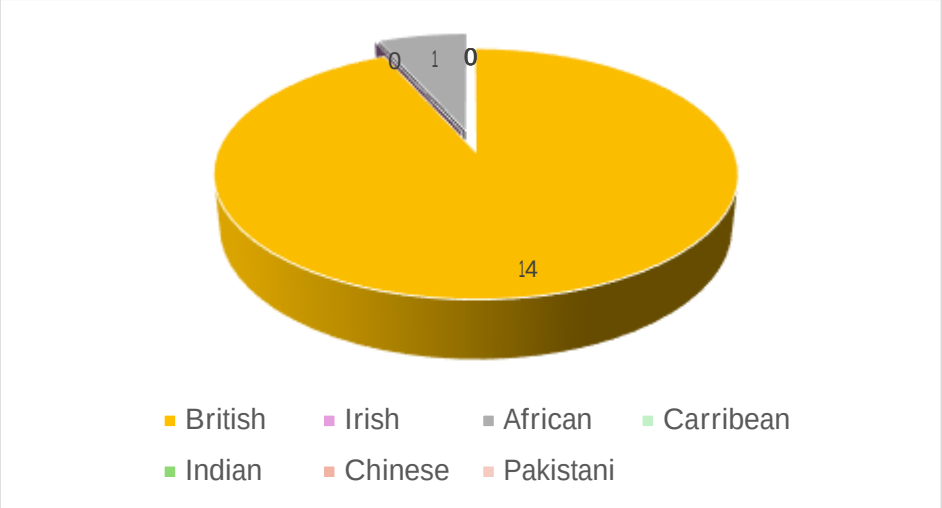
4. Approved Applicants

By Scheme

The chart below shows all applicants currently on the waiting list in and out of area.



By Ethnicity (%)

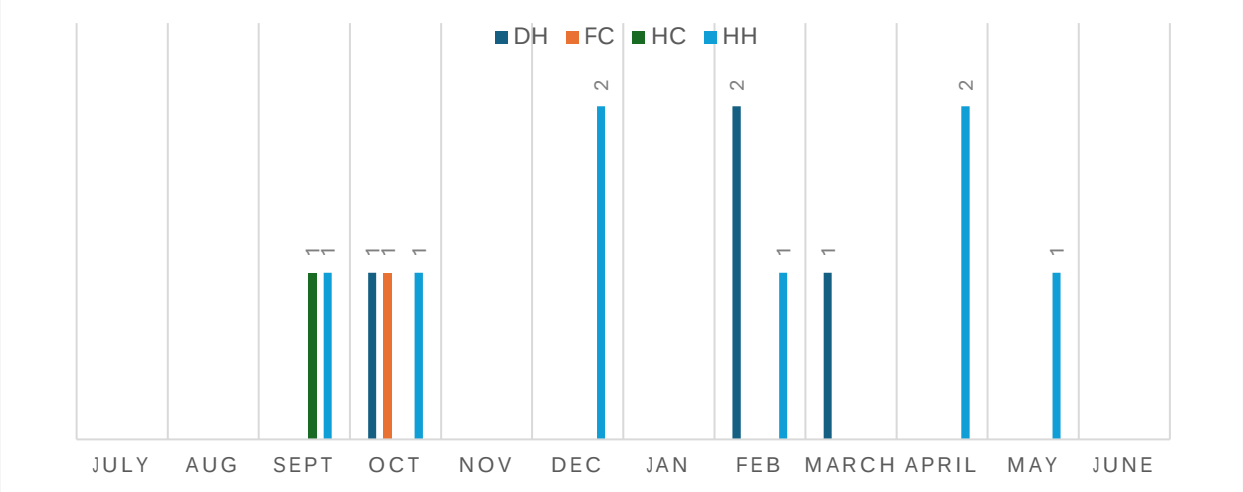


5. Lettings from July 2025 to June 2026

WMC income lost because of voids to 30th June 2026 was £11,493.46.

This represents 1.05% of the annual WMC. The annual budget for bad debts and voids combined is 4%.

By Scheme



By Ethnicity

