Head of Operations Report to Almshouse Committee – February 2026

1. Key Performance Indicators to 2nd quarter to 31.12.25

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

BUDGET	£57,300
EXPENDITURE	£48,204.94
NET RECEIVABLE **Gross receivable less 4% budget for voids and bad debts*	£545,900.91
ANNUAL RECEIVABLE **Gross receivable less 4% budget for voids and bad debts*	£1,091,801.82
RECEIVED to date	£591,346.48
% collected	108% *(better than target)*
HB due	£30,338.26
% collected (Including HB Due)	*108% (better than target)*

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

ARREARS as of 28th December 2025 *(Figure doesn't include 3 weeks of HB from Sandwell)*	£28'685.58
% of annual charges receivable.	2.62% *(worse than target)*
Arrears minus HB due	£0
% arrears Including HB Due	0% *(better than target)*

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Number of Arrears over £1,000 1

Resident	*Amount*	Payment Plan	Progress
Resident 1	*£5,178.52*	Resident agreed to payment plan DETAILS REDACTED	REDACTED

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

RELETS

Number of lettings	7
Average time to re-let time to w/e 31st December 2025	2 weeks (better than target)

2. Residents' Issues (please see separate report)

3. Repairs and Maintenance

Distribution of work between contractors to 31st December 2025

Contractor	Total Contractor Invoices	No Invoiced	% of Gross Cost	Ave days to completion	No of Orders
Advantage Drains	£176,013.60	6	2.27	2.44	9
Alfred Bagnall & Sons (Midlands) Ltd	£61,500	2	2.2	1.67	3
Atlas Property Solutions	£32,097.58	37	3.48	6.09	255
Birmingham Sparkle	£19,840.78	2	0.57	5.5	2
C B Mowers Ltd	£18,484.8	2	2.69	5	2
Cleaning Force UK	£10,450	9	2.19	2.71	7
CPR Midlands Ltd	£6,462	13	10.5	3.7	10
DEH Electrical	£6,122.03	34	34.94	4.15	48
DEH Maintenance	£4,735	7	1.29	5.09	11
Digital Direct Aerials	£4,000	2	0.28	2	4
Dorwingear Ltd	£3,864	6	18.24	2.83	6
M Hinch Building Maintenance	£3,852	1	3.67	3	1
M Murphy Plumbing Heating and Energy Services	£2,274	18	5.94	3.11	27
Multibrand	£1,000	1	0.06	1	1
Nurture Pest Control	£496.20	1	0.17	1	2
Quality Installations and Glazing Ltd	£302.40	2	0.17	3	4
Salamander Fire & Security Ltd	£300	1	0.07	1	1
Young & Harris Limited	£124.80	24	11.27	3.13	40
All contractors	£108	168	100	5	433

Day to day repairs performance to 31st December 2025

Order Type	Raised	Complete	Completed on time		Target Response	Av. Response	Diff (- = fail)
Pending	3	2					
Programmed	233	233	233	100.0%	20.00 (w)	6.49	13.51
Routine	78	78	75	96.15%	10.00 (w)	4.56	5.44
Urgent	125	125	123	98.40%	4.00 (w)	2.62	1.38

One works order is pending. It's for a replacement toilet suite as the previous one is dingy, not urgently needed and the contractor will complete the works order when they are less busy.

Residents' Satisfaction with work

34 satisfaction surveys were received back during the first quarter and there was 100% satisfaction with work carried out.

Planned Maintenance 2025-2026

Firs Close						
Project	*Budget (inc VAT)*	*Quote Accepted (exc VAT)*	*Variance*	*Contractor*	*Spend (inc VAT)*	*Comments*
Lighting 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					*Waiting for a report from Tim Woodfield on what work is needed*

Firs Close						
Project	*Budget (inc VAT)*	*Quote Accepted (exc VAT)*	*Variance*	*Contractor*	*Spend (inc VAT)*	*Comments*
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		*Quote Accepted. Work to commence 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*

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		*Quote Accepted. Work to commence in March 2026*
Annual Inspection of Drains	£1,500	£1'000	£500	CPR Midlands		*Quote accepted. Work to commence in March 2026*
Adjusting Communal Fire Doors	£60,000					*Waiting for a report from Tim Woodfield on work needed*
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*
Replace 19 kitchens (Phased 4 kitchens a year)	£182,000 (for all 19 kitchens)					*Tender Documents are being drafted*

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		*Quote Accepted. Work to commence in March 2026*
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*

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		*Quote Accepted. Work to commence 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*

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		*Quote Accepted. Work to commence in March 2026*

Annual Tree Survey	£1,000					*Quotes are being sought*
Annual Drain Inspection	£1,500					*Quotes are being sought*
Communal Fire Doors- Replacing 3 and adjusting 3	£6,000					*Waiting for a report from Tim Woodfield on work needed*
Internal communal redecoration	£3,000					*Quotes are being sought*
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*

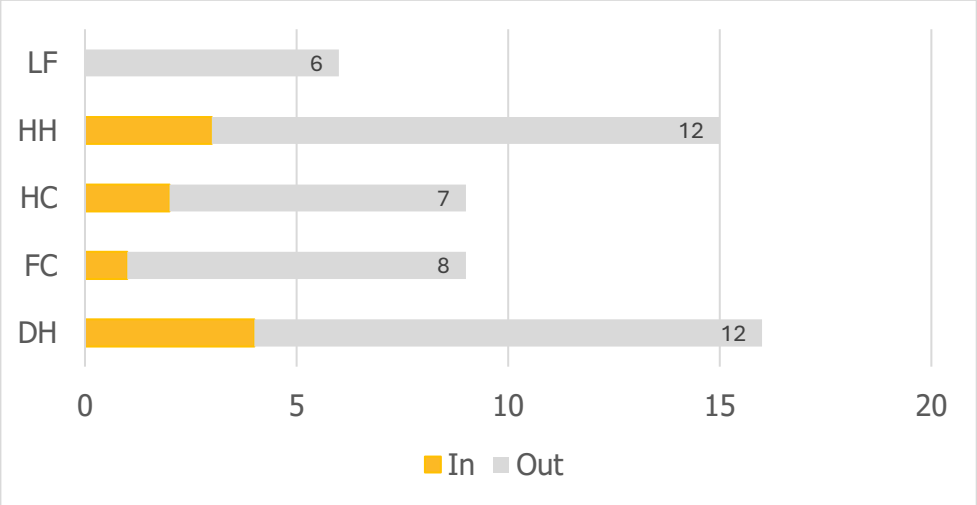
Larksfield						
Project	*Budget (incl VAT)*	*Quote Accepted*	*Variance*	*Contractor*	*Spend*	*Comments*

		(inc VAT)				
Lightning Protection-Annual maintenance and inspection	£500	£355	-£145	Lightning Strike		*Quote Accepted. Work to Commence 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					*Waiting for a report from Tim Woodfield on work needed*
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*

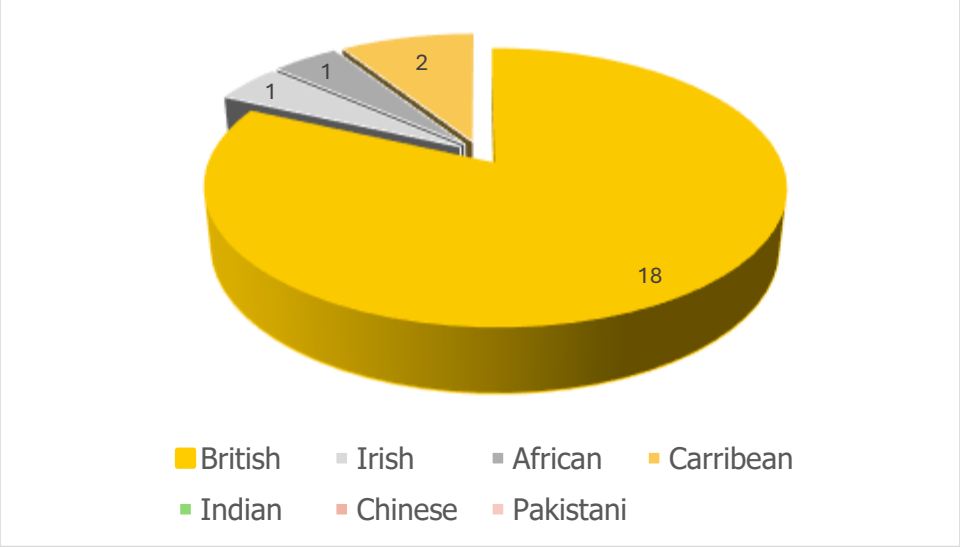
4. Approved Applicants

By Scheme

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



By Ethnicity (%)

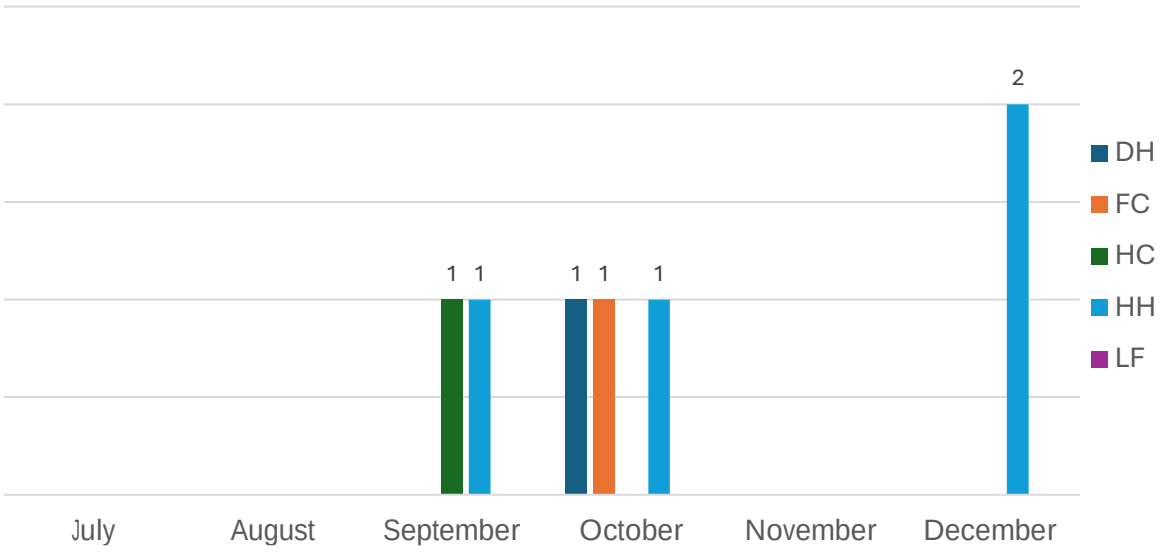


5. Lettings from July 2025 to December 2025

WMC income lost because of voids to 31st December 2025 was £5,380.37.

This represents 0.49% of the annual WMC. The annual budget for bad debts and voids combined is 4%.

By Scheme



By Ethnicity

