Head of Operations Report to Almshouse Committee – May 2026

1. Key Performance Indicators to 3rd quarter to 31.03.26

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

BUDGET	£85,950
EXPENDITURE	£71,184
NET RECEIVABLE **Gross receivable less 4% budget for voids and bad debts*	£818,851.36
ANNUAL RECEIVABLE **Gross receivable less 4% budget for voids and bad debts*	£1,091,801.82
RECEIVED to date	£893,585.17
% collected	109% *(better than target)*
HB due	£9,052.32
% collected (Including HB Due)	*110% (better than target)*

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

ARREARS	£21,457.22
% of annual charges receivable.	2% *(better than target)*
Arrears minus HB due	£12,404.90
% arrears Including HB Due	1.1% *(better than target)*

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

RELETS

Number of lettings	12
Average time to re-let time to w/e 31st March 2026	2.5 weeks (better than target) *Flat xx Harborne House was excluded from the average time to re-let due to major maintenance work required.*
Number of Arrears over £1'000	1

Resident	Amount	Payment Plan	Progress
Resident 1	£5,644.07	Resident agreed to payment plan DETAILS REDACTED	REDACTED

2. **Residents' Issues** (please see separate report)

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3. Repairs and Maintenance

Distribution of work between contractors to 31st March 2026

Contractor	Total Contractor Invoices	No Invoiced	% of Gross Cost	Ave days to completion	No of Orders
All Contractors	£261,387.9	253	100	5.38	639
DEH Electrical	£79,798.8	54	30.53	3.94	71
Dorwingear Ltd	£32,600.21	7	12.47	2.86	7
M Hinch Building Maintenance Contractor	£32,269	5	12.35	6.50	6
Young & Harris Ltd	£23,649.53	31	9.05	3.02	54
DEH Maintenance	£21,744	14	8.32	6.10	20
CPR Midlands Ltd	£19,139.33	15	7.32	3.58	12
Atlas Property Solutions	£11,968.99	64	4.58	6.52	387
M Murphy Plumbing Heating and Energy Services	£11,920	23	4.56	2.97	29
Alfred Bagnall & Sons	£11,640	6	4.45	2.17	6
Digital Direct Aerials	£11,640	2	0.19	2	4
C. B. Mowers Ltd	£4,735	2	1.81	5	2
Advantage Drains	£4,480	9	1.71	2.58	12
Cleaning Force UK	£3,852	9	1.47	2.71	7
Birmingham Sparkle	£1,000	2	0.38	3.14	7
John O'Neil Roofing	£860	2	0.33	8	3
Salamander Fire & Security Ltd	£524.4	4	0.20	4.25	4
Digital Direct Aerials	£496.2	2	0.19	2	4
Nurture Pest Control	£302.4	1	0.12	1.67	3
Quality Installations & Glazing	£300	2	0.11	3	4
Mulitbrand	£108	1	0.04	1	1

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Day to day repairs performance to March 2026

Order Type	Raised	Complete	Completed on time	Target Response	Av. Response	Diff (- = fail)
Pending	2	2				
Programmed	355	355	100%	20.00 (w)	7.05	12.95
Routine	110	110	95.45%	10.00 (w)	4.61	5.39
Urgent	178	178	98.88%	4.00 (w)	2.63	1.37

Residents' Satisfaction with work

25 satisfaction surveys were received back during the first quarter and there was 97% satisfaction with work carried out.

Approved Contractor's List

Adding the following contractor to the Approved Contractor's List:

- SimplyMoves & Storage have worked for several residents when moving into a property.

Remove the following Contractor's from the Approved Contractor's List:

The contractors below have not issued us with their current public liability insurance certificates despite trying to contact them several times.

- Derron Electrical Services

This contractor has stopped trading.

- West Midlands Glazing

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*
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*

Firs Close						
Project	*Budget (inc VAT)*	*Quote Accepted (exc VAT)*	*Variance*	*Contractor*	*Spend (inc VAT)*	*Comments*
						on what work is needed
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	*£355*	*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		*Quote accepted. Work to commence in May 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	£8,000	*Work completed in October 2025*
Replacing Flat Consumer Units	£16,000	£17,500	£1,500	DEH Electrical	£16,000	*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	*£355*	*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. xxHH 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	*£355*	*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 to commence 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					*Waiting for a report from Tim Woodfield on work needed*

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*

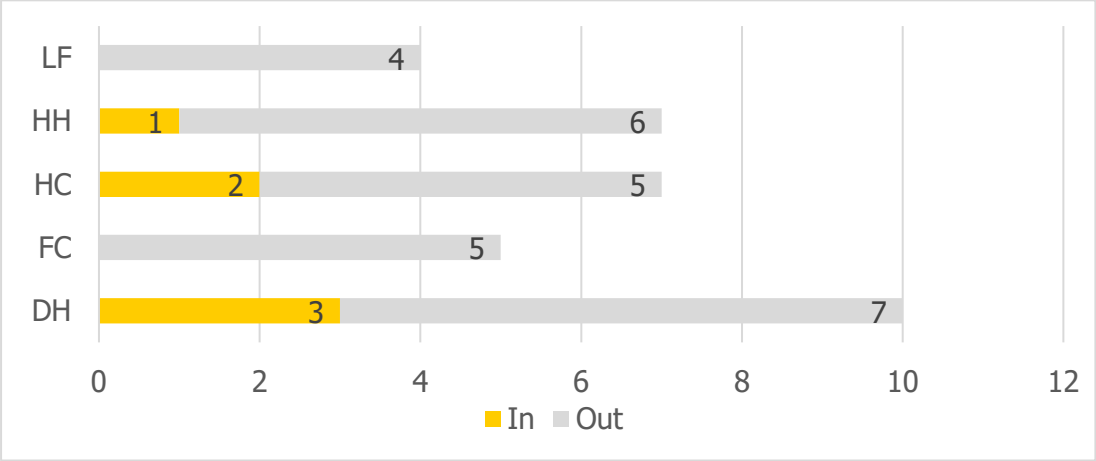
Larksfield						
Project	*Budget (incl VAT)*	*Quote Accepted (inc VAT)*	*Variance*	*Contractor*	*Spend*	*Comments*
Lightning Protection-Annual maintenance and inspection	£500	£355	-£145	Lightning Strike	£355	*Completed in March 2026*
Drain Inspection	£1,500	£550	-£950	Advantage Drains	£550	*Completed in July 2025*
Adjusting communal fire doors, new closures and brushed seals	£4,500					*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*

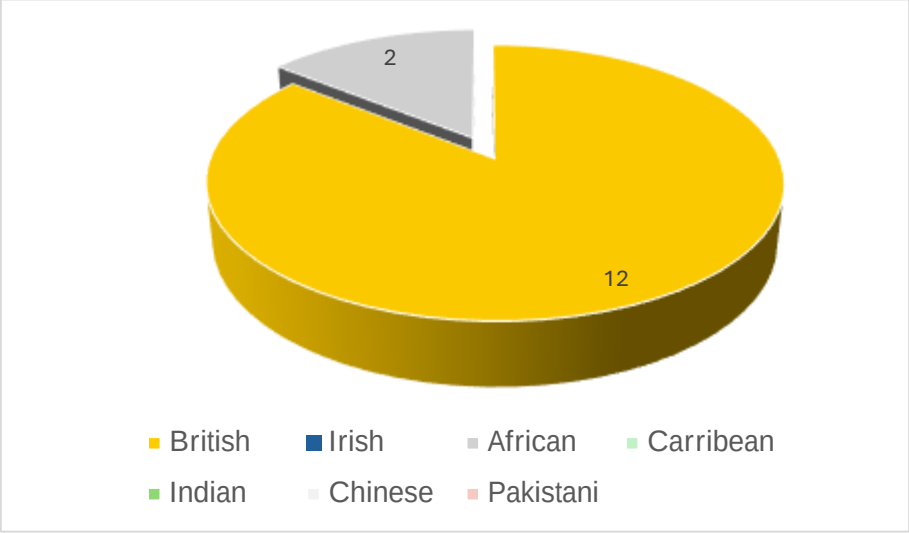
4. Approved Applicants

By Scheme

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



By Ethnicity (%)

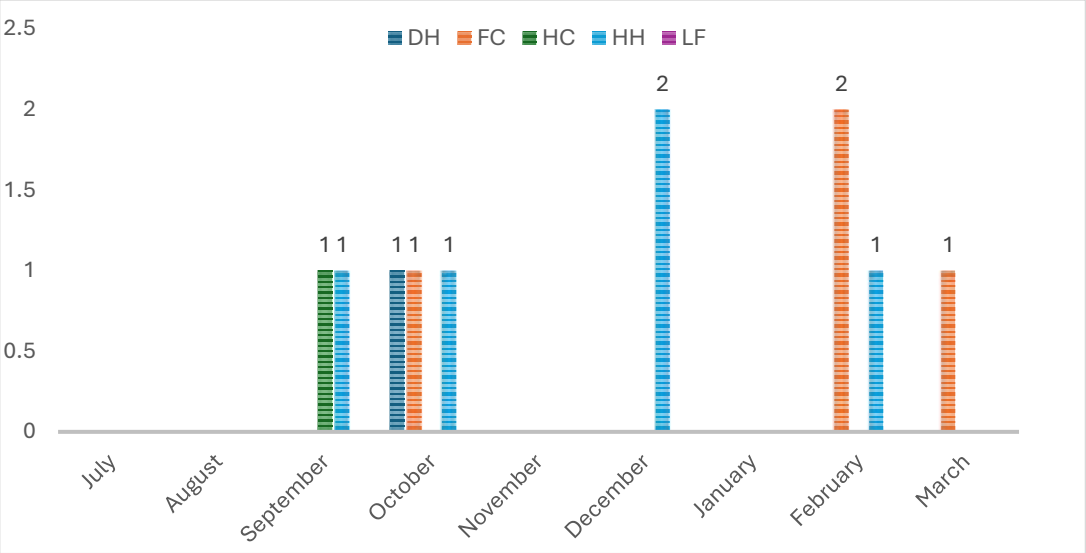


5. Lettings from July 2025 to March 2026

WMC income lost because of voids to 31st March 2026 was £9,360.88.

This represents 0.86% of the annual WMC. The annual budget for bad debts and voids combined is 4%.

By Scheme



By Ethnicity

