1. Key Performance Indicators to 1st quarter to 30.09.26

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

BUDGET	£19,056
EXPENDITURE	£5,789.87
NET RECEIVABLE **Gross receivable less 4% budget for voids and bad debts*	£282,124.75
ANNUAL RECEIVABLE **Gross receivable less 4% budget for voids and bad debts*	£1,128,499.01
RECEIVED to date	£305,490.89
% collected	108% *(better than target)*
HB due	£42,322.22
% collected (Including HB Due)	*123% (better than target)*

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

ARREARS *(Two Housing Benefit claims were suspended during this period, both went back into payment in October)*	£31,858.80
% of annual charges receivable.	2.8% *(worse than target)*
Arrears minus HB due	£0
% arrears Including HB Due	0% *(better than target)*

Number of Arrears over £1'000	1

Resident	Amount	Payment Plan	Progress
Resident 1	£6,775.01	Details Redacted	Details Redacted

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

RELETS

Number of lettings	5
Average time to re-let time to w/e 30th September 2026	1 week (better than target)

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

3. Repairs and Maintenance

Distribution of work between contractors to 30th September 2026

Contractor	Total Contractor Invoices	No Invoiced	% of Gross Cost	Ave days to completion	No of Orders
Young & Harris Limited	£10,142.76	10	33.19	3.08	13
M Hinch Building Maintenance Contractor	£6,421	1	21.01	19	1
CPR Midlands Ltd	£4,668	2	15.28	3	1
Atlas Property Solutions	£3,781.96	27	12.38	6.56	123
M Murphy Plumbing Heating and Energy Services	£1,810	6	5.92	3	9
Quality Installations & Glazing	£604.80	1	1.98	3	1
DEH Electrical	£588	6	1.92	3	11
Liver Laundry Equipment Ltd	£536.26	1	1.75	1	1
DEH Maintenance	£516	1	1.69	6.33	3
Digital Direct Aerials	£469.20	1	1.54	3	1
Nurture Pest Control	£333.60	1	1.09	4	4
DNA Security Integrations Limited	£255.30	2	0.84	1	2
Salamander Fire & Security Limited	£132	1	0.43	3	1
Dorwingear Limited	£198	1	0.65	3	1
Excel Carpet Cleaning	£100	1	0.33	3	2
Kevin James HPLC Building Manager	£0.00	0	0	4	1
All Contractors	£30,556.88	62	100	5.66	174

Day to day repairs performance to September 2026

Order Type	Raised	Complete	Completed on time		Target Response	Av. Response	Diff (- = fail)
Pending	1	0					
Programmed	109	109	109	100%	20.00 (w)	7.23	12.77
Routine	30	30	29	96.67%	10.00 (w)	3.90	6.10
Urgent	43	43	43	100%	4.00 (w)	2.40	1.60

One works order pending. Repair to communal washing machine has been delayed due to contractor waiting for a part to arrive.

Residents' Satisfaction with work

28 satisfaction surveys were received back during the first quarter and there was 96.4% satisfaction with work carried out.

Approved Contractor's List

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

- DJM Property Repairs & Maintenance Limited. Dean Mills, formerly of CPR Midlands Ltd has fallen out with his brother and has now set up his own company with no involvement from his brother. He has applied to our Approved Contractor's List

Planned Maintenance 2026-2027

Not started	In Progress	Completed

Firs Close						
Project	*Budget (inc VAT)*	*Quote Accepted (exc VAT)*	*Variance*	*Contractor*	*Spend (inc VAT)*	*Comments*
Lightning Protection Inspection	£500.00	£312		Lightning Strike		Completed July 2026
Adjusting Communal Fire Doors	£7,000.00	£120 per door + materials		Paul Philips Carpentry		Ongoing. Work started October 2026
External Decorating	£3,642.00	£3,100	£78	Young & Harris	£3,720	Completed October 2026
Replace Armchairs in Communal Lounge	£18,000					Quotes are being sought

Harborne House						
Project	*Budget (incl VAT)*	*Quote Accepted (inc VAT)*	*Variance*	*Contractor*	*Spend*	*Comments*
Lightning Protection Inspection	£500.00			Strike Risk UK		Due to be completed in March 2027
Annual Inspection of Drains	£1,950.00					Quotes are being sought. Due to be completed in May 2026
Adjusting Communal and Flat Fire Doors	£60,000.00	£120 per door + materials		Paul Philips Carpentry		Ongoing. Work started in July 2026.
Four new kitchens and installation of unvented cylinders	£48,000 for four kitchens £3,000 for unvented cylinders	£8,660 per kitchen installation £958 per unvented cylinder		DEH Maintenance for kitchen installation. M Murphy for installation of unvented cylinders	£10,392 per kitchen £1,150 per unvented cylinder	2 1HH kitchen completed October 2026. 30HH kitchen due to start November 2026.

Harborne House						
Project	*Budget (incl VAT)*	*Quote Accepted (inc VAT)*	*Variance*	*Contractor*	*Spend*	*Comments*
New Smoke and Heat Detectors	£18,000.00	£13,616.06		DNA Security Integrations		Quote accepted from DNA Fire and Security. Work booked in for December 2026.

Harborne Cottages						
Project	*Budget (incl VAT)*	*Quote Accepted (inc VAT)*	*Variance*	*Contractor*	*Spend*	*Comments*
Wireless Smoke and Heat Detectors	£12,000.00					Quotes are being sought. Due to be completed in November 2026.

Dore House						
Project	*Budget (incl VAT)*	*Quote Accepted (inc VAT)*	*Variance*	*Contractor*	*Spend*	*Comments*
Lightning Protection Inspection	£500.00			Lightning Strike UK		Due in March 2027
Annual Tree Survey	£1,000.00					Due in May 2027
Tree rectification work	£3,600.00					Due in May 2027
Boundary Fence Replacement including Ironworks	£5,000 for Boundary Fence Replacement and £10,777.80 for Ironworks	£5,280		DJM Property Repairs and Maintenance Ltd		Work due to start November 2026.
Adjusting Communal and Flat Fire Doors	£6,000	£120 per door + materials		Paul Philips Carpentry		

Exterior decorating including facias and soffets	£3,642	£3,870.00		Young & Harris		Quote Accepted from Young & Harris. Work due to start April 2027.

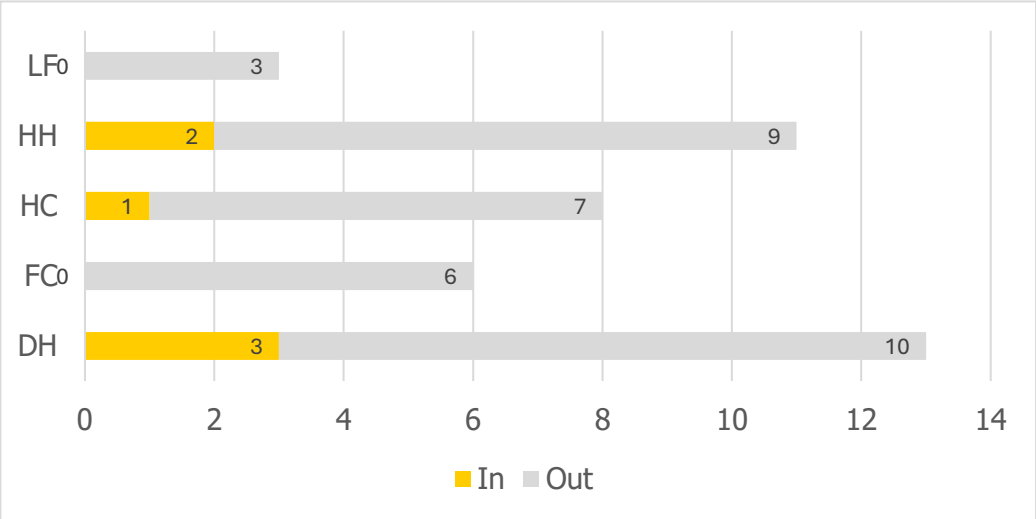
Larksfield						
Project	*Budget (incl VAT)*	*Quote Accepted (inc VAT)*	*Variance*	*Contractor*	*Spend*	*Comments*
Lightning Protection-Annual maintenance and inspection	£500			Lightning Strike		Due in March 2027
Repairs to guttering	£1,000					Due to be completed in November 2027.
Adjusting communal fire doors, new closures and brushed seals	£4,500	£120 per door + materials		Paul Philips Carpentry		Quote Accepted.

Maintenance of blocked paved car park	£2,950					Due to be completed March 2027.
Boundary Fence Replacement	£3,400	£584	£2,699.20	Young & Harris	£700.80	Completed in October 2026.
External Decorating	£2,914					Due to be completed in April 2027.
Internal Decorating	£7,200					Due to be completed in November 2027.

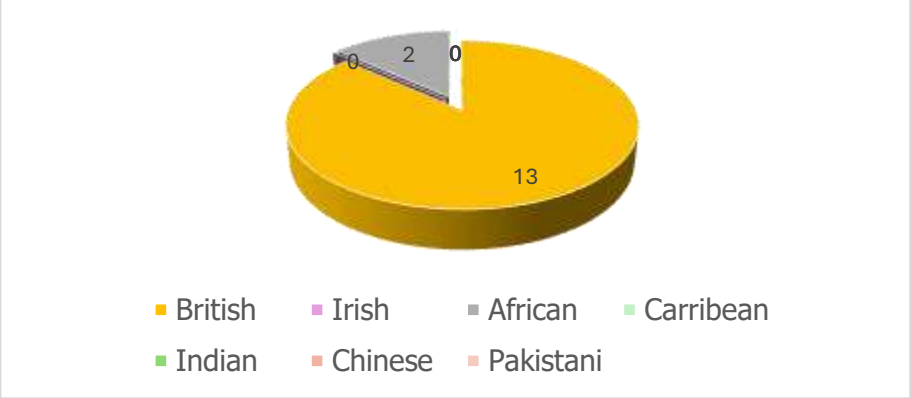
4. Approved Applicants

By Scheme

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



By Ethnicity (%)

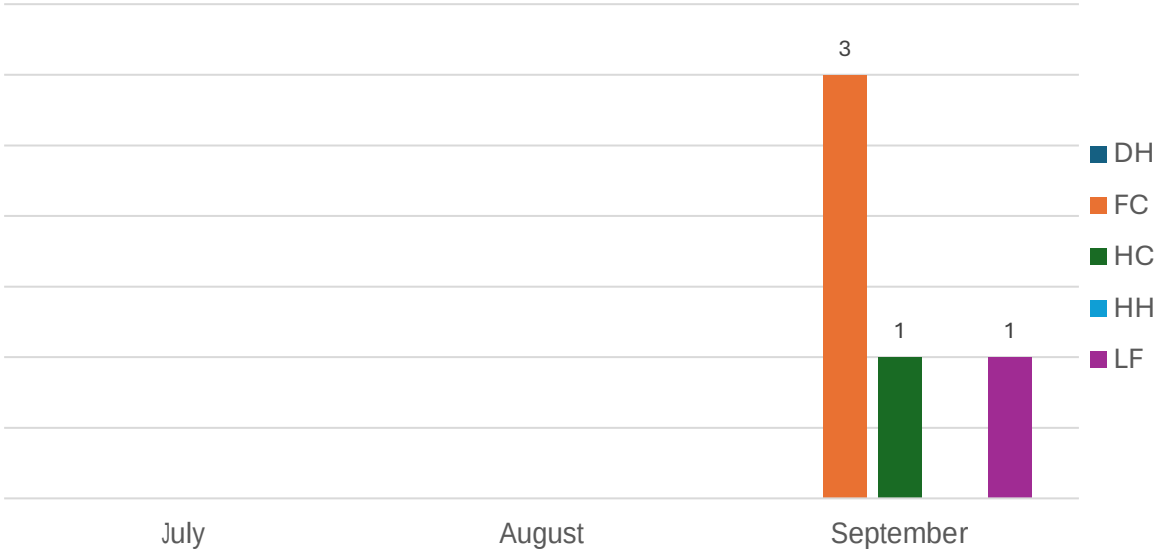


5. Lettings from July 2026 to September 2026

WMC income lost because of voids to 30th September 2026 was £887.66.

This represents 0.08% of the annual WMC. The annual budget for bad debts and voids combined is 4%.

By Scheme



By Ethnicity

