Head of Operations Report to Almshouse Committee – October 2025

1. Key Performance Indicators to 1st quarter to 30.09.25

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

BUDGET	*£28,650*
EXPENDITURE	*£30,452*
NET RECEIVABLE **Gross receivable less 4% budget for voids and bad debts*	*£272,950.45*
ANNUAL RECEIVABLE **Gross receivable less 4% budget for voids and bad debts*	£1,091,801.82
RECEIVED to date	£295,506.17
% collected	108% *(better than target)*
HB due	£35,744.47
% collected (Including HB Due)	*121*% *(better than target)*

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

ARREARS as of 5th October 2025	£26,200.16
% of annual charges receivable.	2.39% *(better 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	*£5,439.67*	Resident agreed to payment plan DETAILS REDACTED	REDACTED

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

RELETS

Number of lettings	2
Average time to re-let time to w/e 30th September 2025	3 weeks (on target)

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

3. Repairs and Maintenance

Distribution of work between contractors to 30th September 2025

Contactor	Total Contractor Invoices	No Invoiced	% of Gross Cost	Ave days to completion	No of Orders
M Hinch Building Maintenance	£6,462	1	19.41	3	1
DEH Electrical	£6,282	5	18.87	2.67	21
CPR Midlands Ltd	£4,338	9	13.03	4.29	7
Advantage Drains	£3,760	4	11.29	2.43	7
Dorwingear Ltd	£2,899.78	3	8.71	2.67	3
M Murphy Plumbing Heating and Energy Services	£2,890	6	8.68	2.42	12
C B Mowers Ltd	£2,785	1	8.36	2	1
Atlas Property Solutions	£2,161.07	11	6.49	6.91	127
Cleaning Force UK	£1,080	2	3.24	3	2
Digital Direct Aerials	£343.2	1	1.03	2.33	3
DEH Maintenance	£168	1	0.5	6	8
Salamander Fire & Security Ltd	£124.8	1	0.37	1	1

Day to day repairs performance to June 2024

Order Type	Raised	Complete	Completed on time		Target Response	Av. Response	Diff (- = fail)
Pending	4	2					
Programmed	120	120	120	100%	20.00 (W)	7.35	12.65
Routine	32	32	31	96.88%	10.00 (W)	4.00	6.00
Urgent	68	68	67	98.53%	4.00 (W)	2.63	1.37

One works order was placed on pending due to the contractor waiting for a part.

The second incomplete works order is part of the installation of car park barriers at Firs Close, the work needed is dependent on another contractor starting work.

Residents' Satisfaction with work

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

Planned Maintenance 2025-2026

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					
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					

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		*Due 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					*Due in March 2026*

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		*Due in March 2026*
Adjusting Communal Fire Doors	£60,000					
Replacing Communal Consumer Units	£8,000	£8,000		DEH Electrical		*Due to be completed in October 2025*
Replacing Flat Consumer Units	£16,000	£17,500	£1,500	DEH Electrical		*Due to be completed in October 2025*
Replace 19 kitchens (Phased 4 kitchens a year)	£182,000 (for all 19 kitchens)					*Tender Process to Commence in August*

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*
Replacing carbon monoxide/gas detectors	£7,289					*Quotes are being sought*

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		*Due in March 2026*

Annual Tree Survey	£1,000					*Due in April 2026*
Annual Drain Inspection	£1,500					*Quotes are being sought*
Communal Fire Doors- Replacing 3 and adjusting 3	£6,000					
Internal communal redecoration	£3,000					
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		*Due in March 2026*

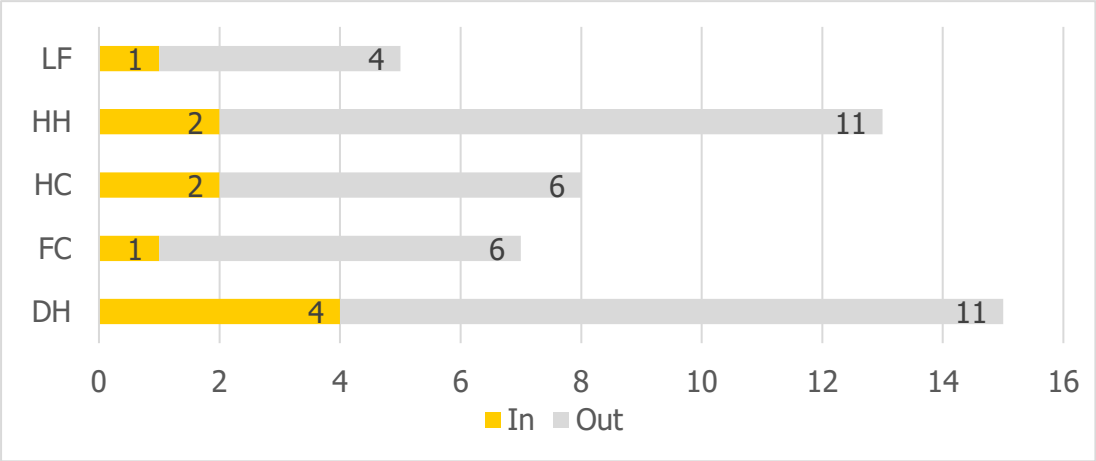
Drain Inspection	£1,500	£550	£950	Advantage Drains	£550	*Completed in July 2025*
Adjusting communal fire doors, new closures and brushed seals	£4,500					
Communal Consumer unit	£2,000	£2,000		DEH Electrical	£2,400	*Completed in September 2025*
Replacing flat consumer units	£4,000	£4,000		DEH Electrical	£4,800	*Completed in September 2025*
Replacing carbon monoxide/gas detectors	£4,556					*Quotes are being sought*

Head of Operations 's Report to Almshouse Committee October 2025

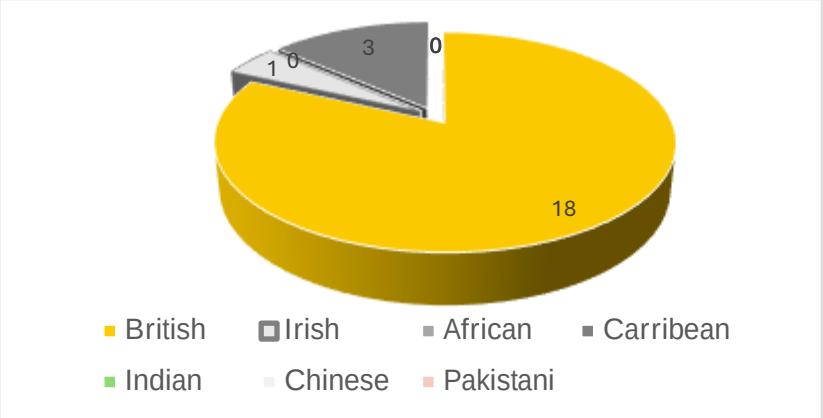
4. Approved Applicants

By Scheme

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



By Ethnicity (%)



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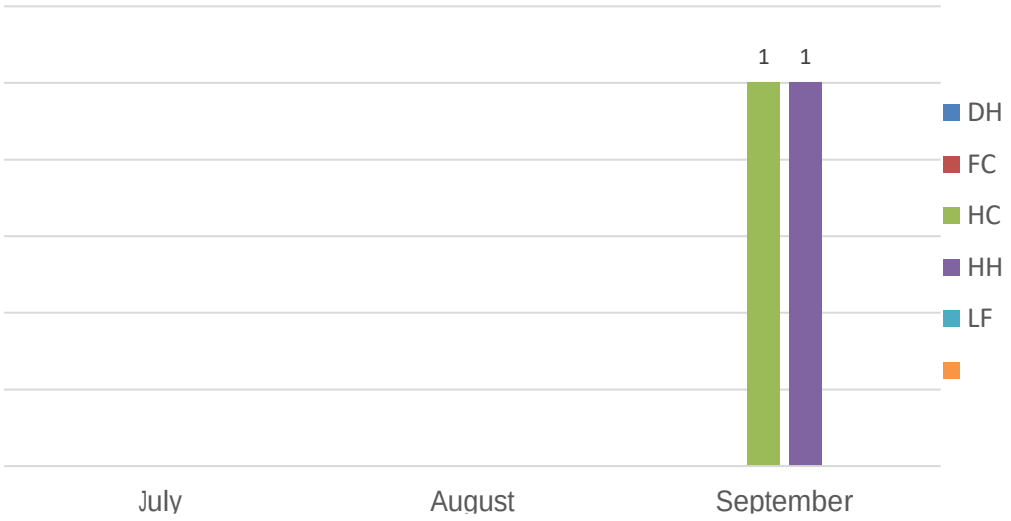
5. Lettings from July 2025 to September 2025

WMC income lost because of voids to 28th September 2025 was £3,086.48.

This represents 0.28% of the annual WMC. The annual budget for bad debts and voids combined is 4%.

By Scheme



By Ethnicity

