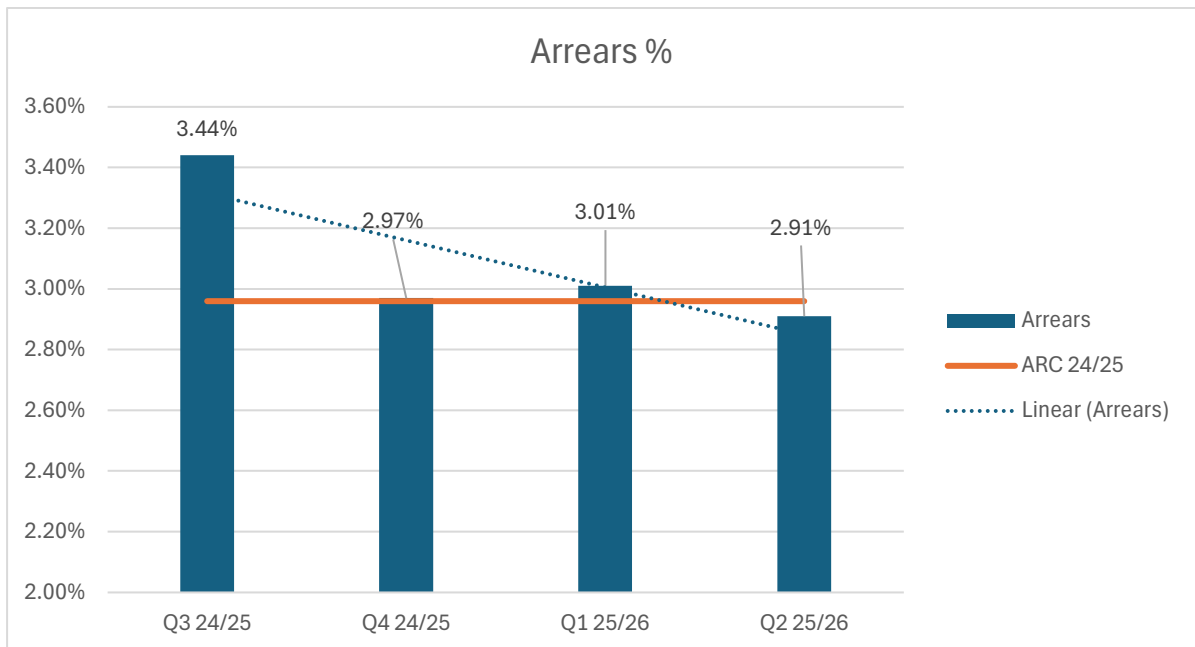


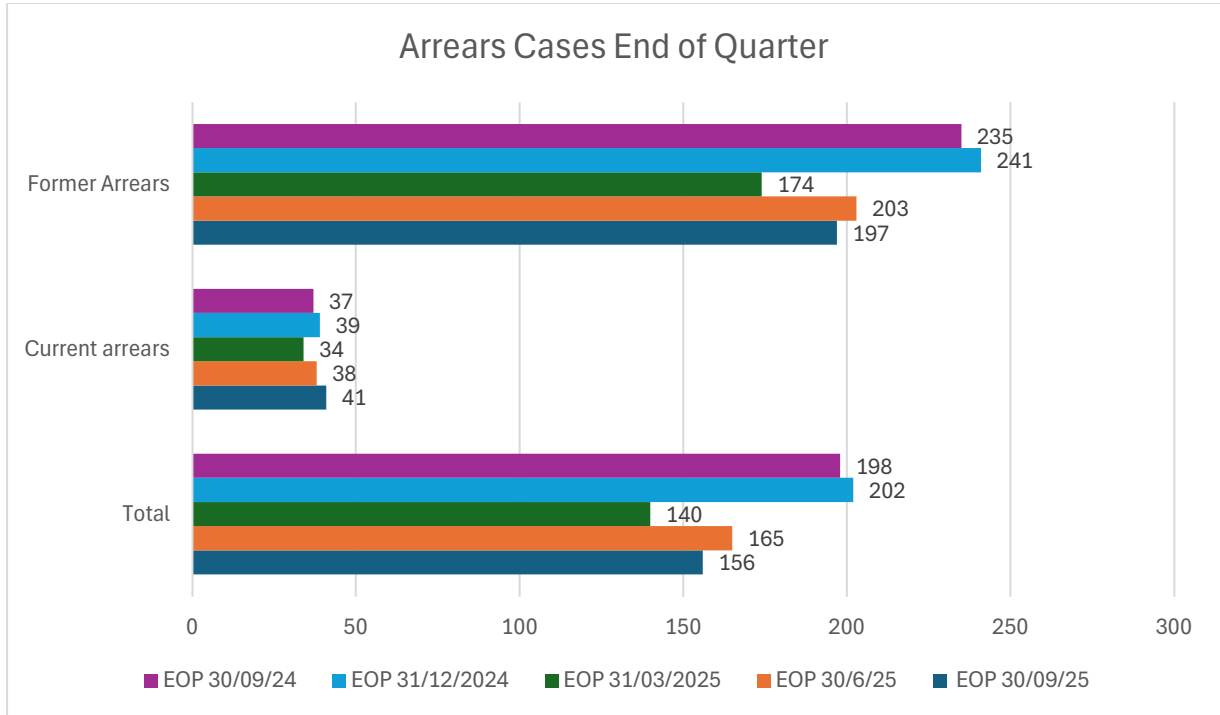
Appendix 1

Rent Arrears as a % of rent due

KPI (Target 3.50%)	ARC 2025/26	Q3 2024/25	Q4 2024/2025	Q1 2025/26	Q2 2025/26
Rent Arrears as % of Rent Due	2.94%	3.44%	2.97%	3.01%	2.91%



Arrears Cases



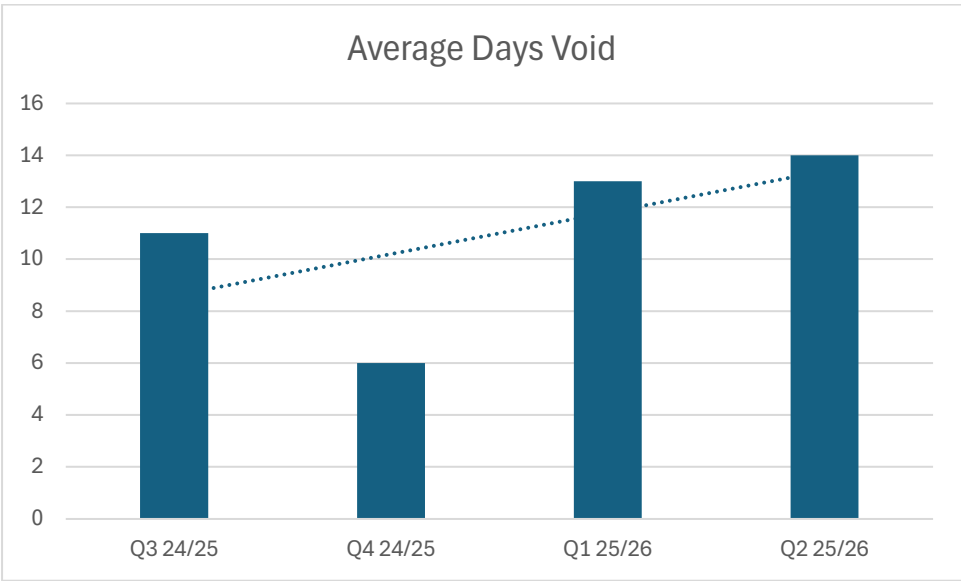
Recovery Stages & Legal Action 2025/26

	Q1	Q2
Notice Of Proceedings in the quarter	5	4
Cases currently with Harper MacLeod		
Cases at court	1	1*
Evictions		1
*Sisted (non arrears case)	0	0
Evictions Carried out to date 2025/26	0	1

*Tenant paid in full

Average length of time to re-let properties

KPI (Target 14 Days)	ARC 2024/25	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26
Avg Relet Time	10.88 Days	11 Days	6 Days	12 Days	14 Days



Allocation Refusals and Withdrawals (LHA Rented only)

	Q1	Q2
Number of offers during the quarter	18	21
Number of refusals during the quarter	2	6
Reasons for refusal (summarised)		
Property type unsuitable	1	3
Property not modern enough	0	0
Property in poor condition	0	0
Financial reasons/cost	0	1
Personal reasons/other	1	2
Percentage of refusals	11%	29%

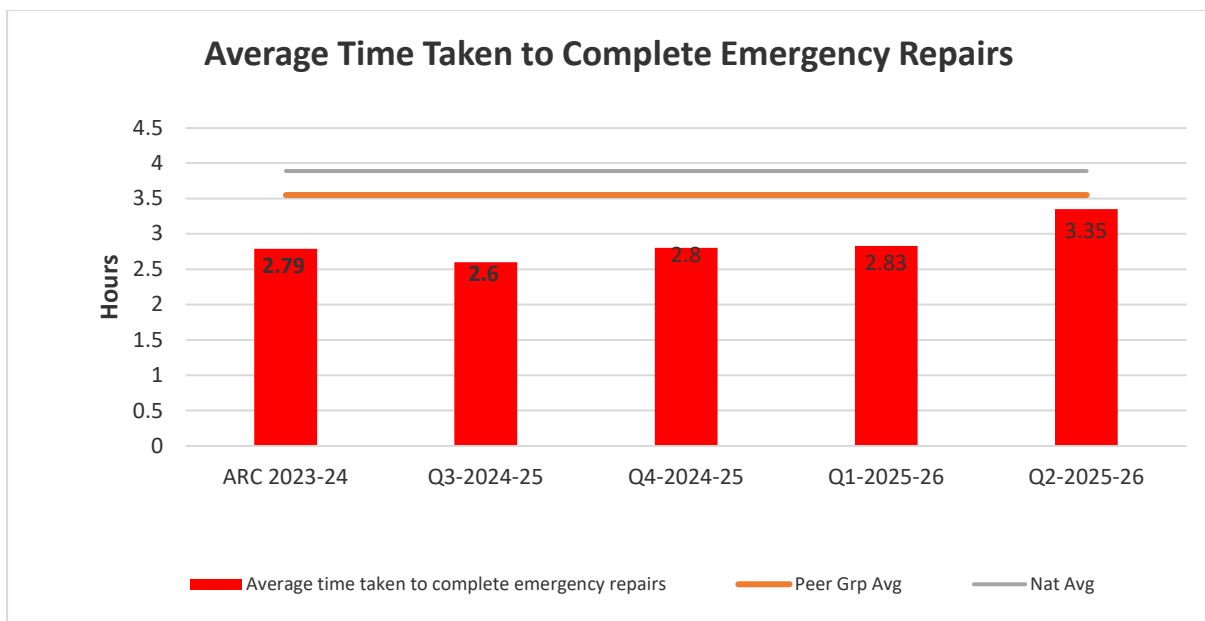
Percentage of rent due lost through properties being empty

KPI (Target 1%)	Budget	ARC 2023/24	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26
Void Loss	1%	0.24%	0.54%	0.44%	0.25%	0.29%

Appendix 2 HOUSING MAINTENANCE KPI'S QUARTER 2 2025/26

Average Time Taken to Complete Emergency Repairs

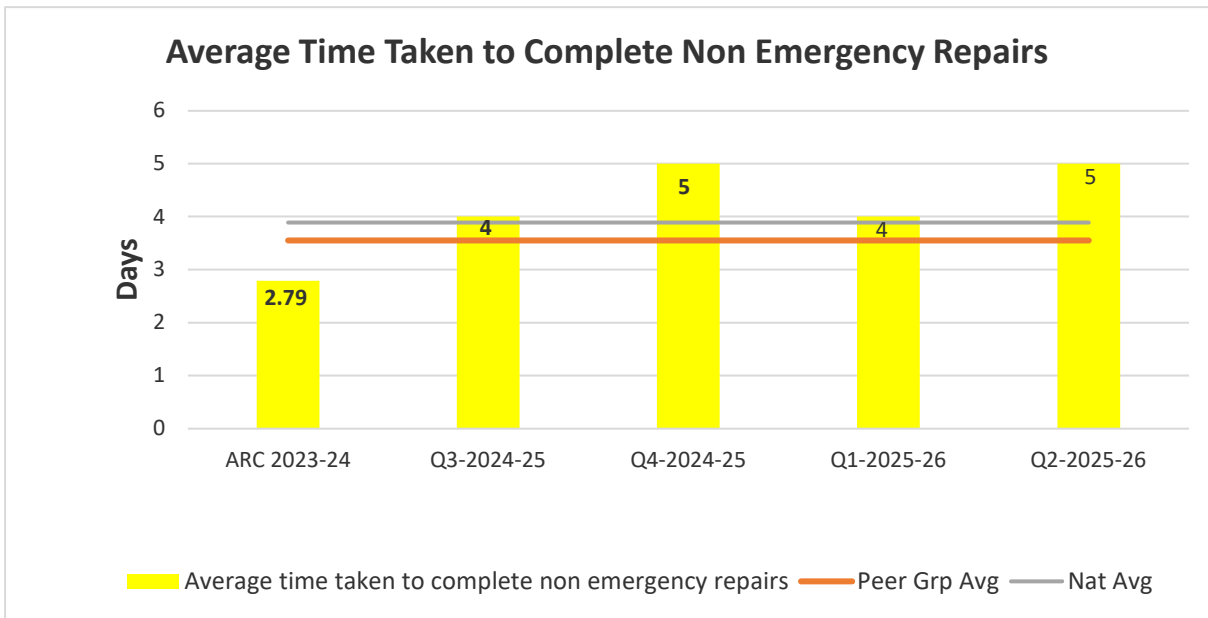
ARC 2024/25	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26
2.79	2.6	2.8	2.8	3.35
No of Repairs	49	71	69	87



Total of 87 24hr repairs Q2

Average Time Taken to Complete Non-Emergency Repairs

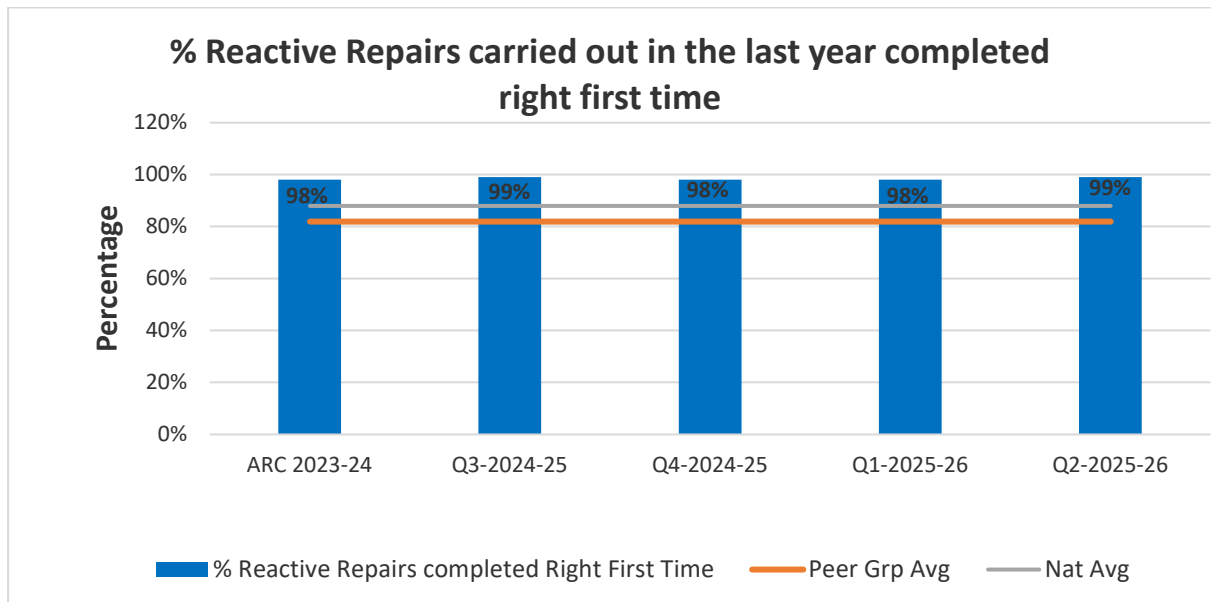
ARC 2024/25	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26
4.26	4	5	4	5
No of Repairs	438	440	327	424



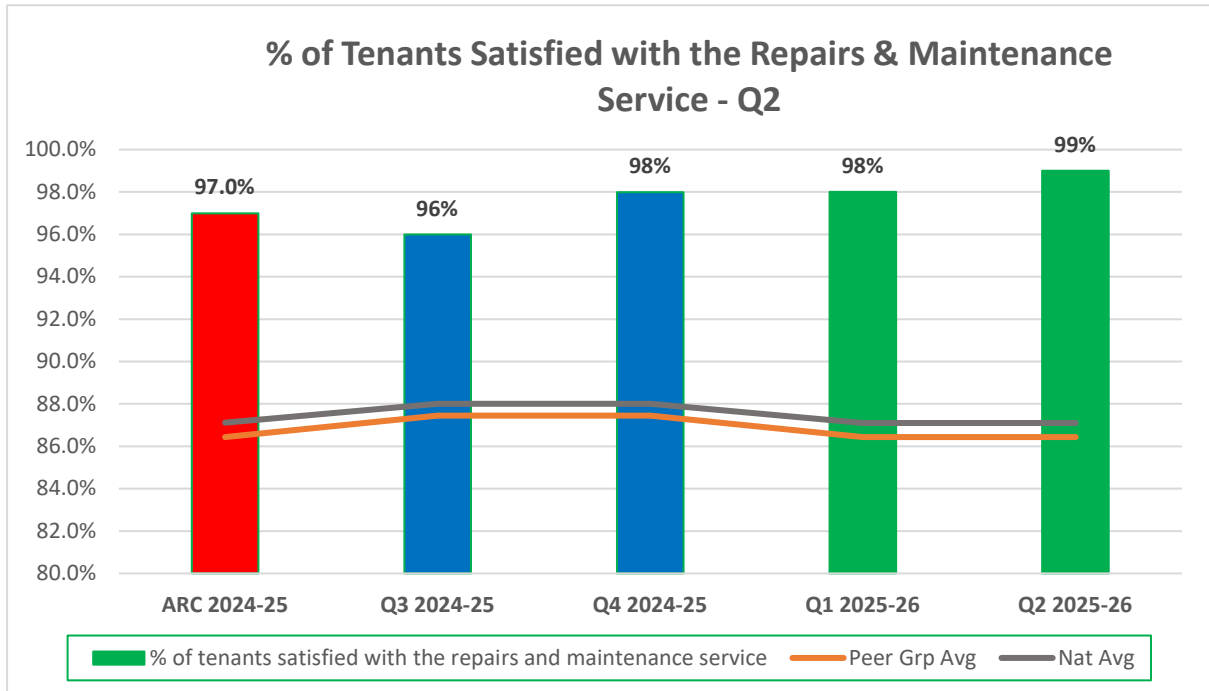
Total of 424 non urgent repairs during Q2

Percentage of Reactive Repairs Carried out in the last year completed Right First Time

ARC 2024/25	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26
98%	99%	98%	98%	99%



ARC 2024/25	Q3 2024/25	Q4 2024/25	Q1 2024/25	Q2 2025/26
97%	96%	98%	98%	99%



Narrative:

A total of 304 tenants were contacted in quarter 2 by telephone or text. Out of these 165 either did not answer or reply to a text message. 124 tenants were very satisfied and 13 were fairly satisfied.

2 tenants were dissatisfied with their repairs. One tenant was dissatisfied as the contractor had left a mess in the bathroom they were working in. The other tenant was dissatisfied as she had not received feedback on a repair that had been carried out when she was not in the property. LHAPS have been updated on these two repairs to follow-up.

Feedback comments are always provided to LHAPS to follow up where necessary.

(the questions asked of tenant are in the format of which we have to complete for the SHR, ie

- 1 *Very Satisfied*
- 2 *Satisfied*
- 3 *Neither Satisfied of Dissatisfied*
- 4 *Fairly Dissatisfied*
- 5 *Very Dissatisfied*

Only those classed in 1 and 2 above can be included as satisfied and those answered 3,4 or 5 count as dissatisfied.)

Appendix 4 FOI and GDPR Requests for Quarter1 and 2 2025-26

FOI and GDPR Requests

Type	Number received	Details / Outcome
Subject Access Requests	1	
Freedom of Information Requests	6	3 x disclosed in full 2 x fully withheld due to exception 1 x closed due to clarification sought but not received
Environmental Information Requests	2	
Data Breaches	0	

Source of FOI and EIR Requests

