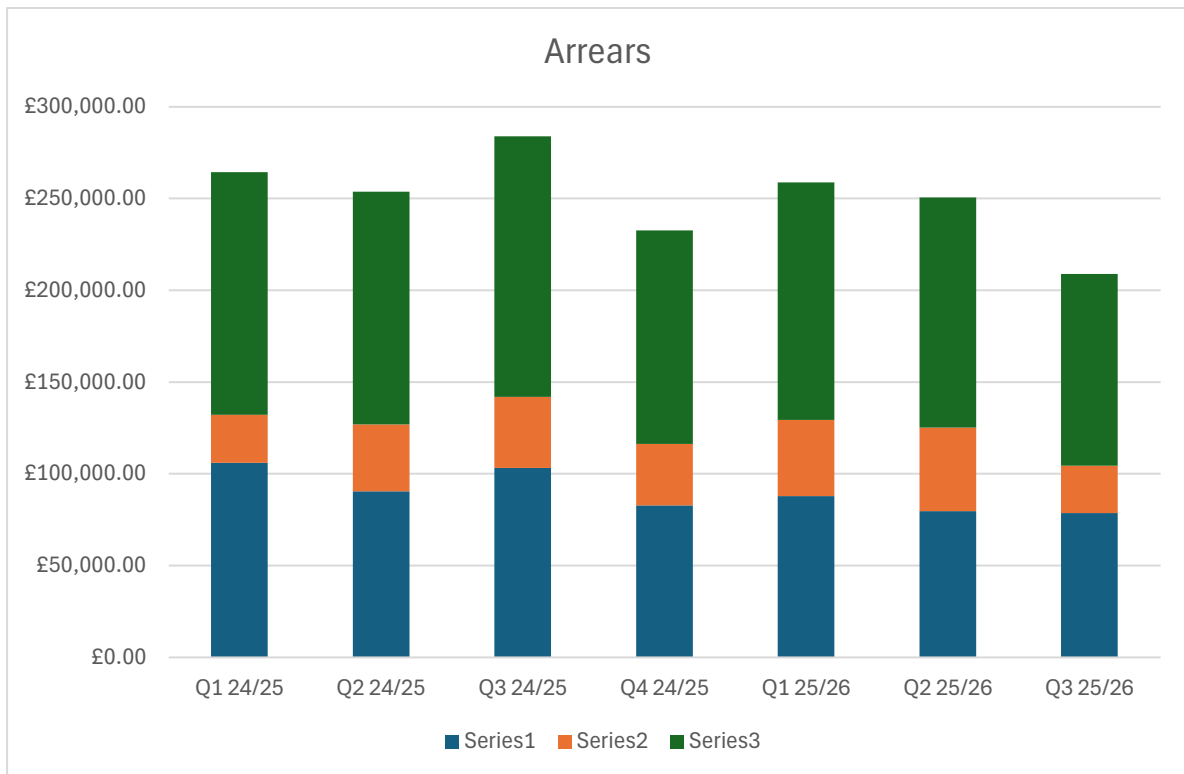


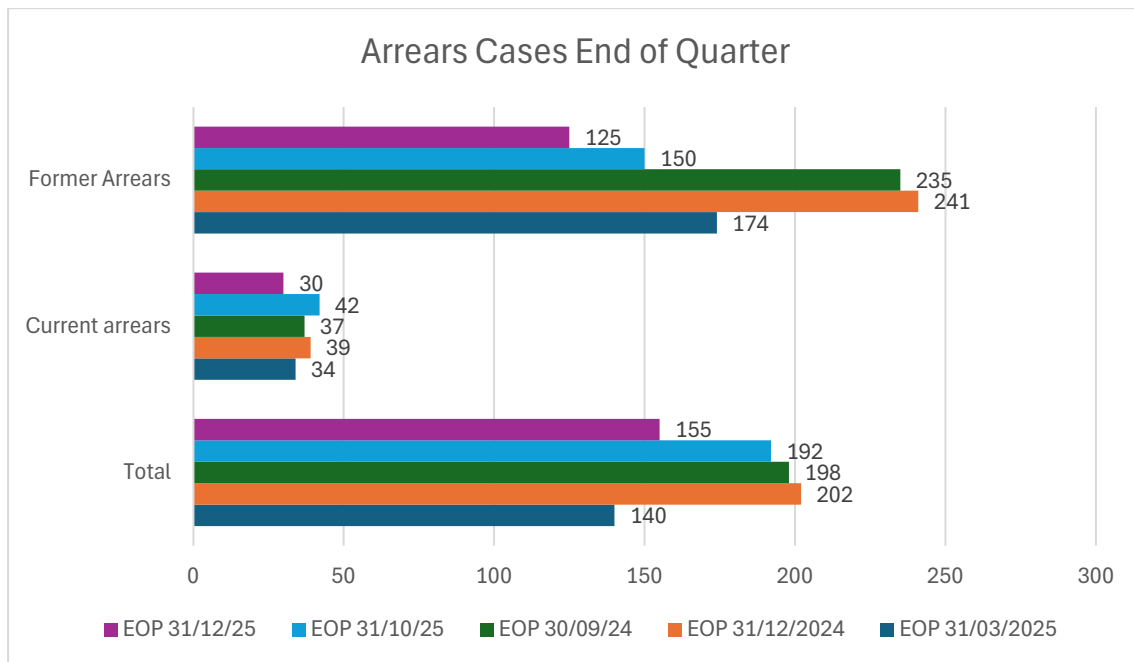
Appendix 1

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	Q3 2025/26
Rent Arrears as % of Rent Due	2.94%	3.44%	2.97%	3.01%	2.91%	2.90%

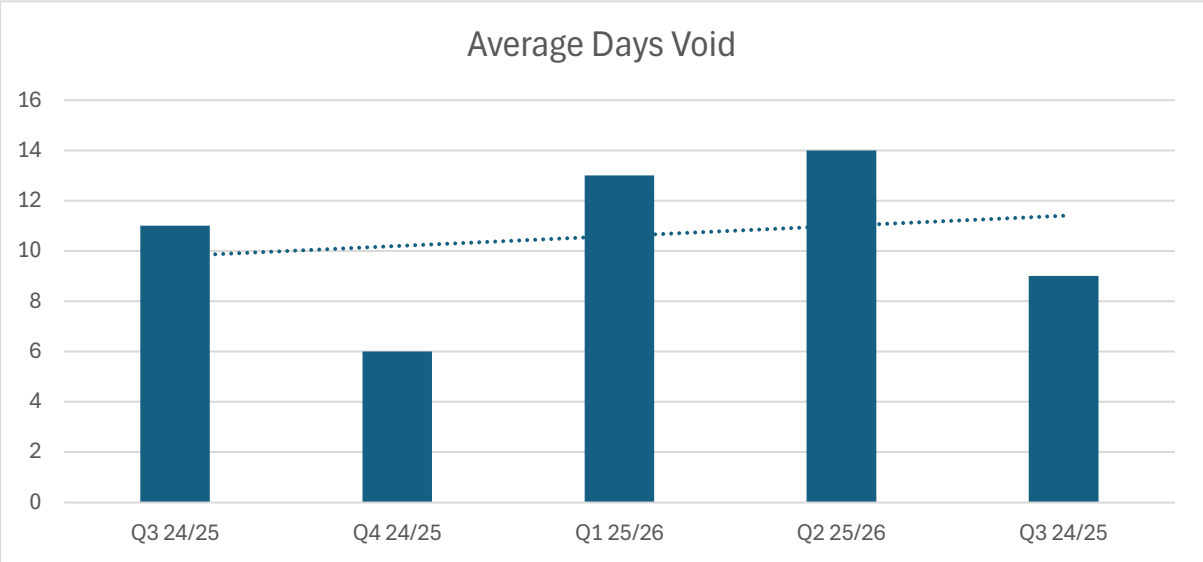


Arrears Cases



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	Q3 2025/26
Avg Relet Time	10.88 Days	11 Days	6 Days	12 Days	14 Days	9 Days



Allocation Refusals and Withdrawals (LHA Rented only)

	Q3
Number of offers during the quarter	7
Number of refusals during the quarter	0

Reasons for refusal (summarised)	
Property type unsuitable	0
Property not modern enough	0
Property in poor condition	0
Financial reasons/cost	0
Personal reasons/other	0
Percentage of refusals	0%

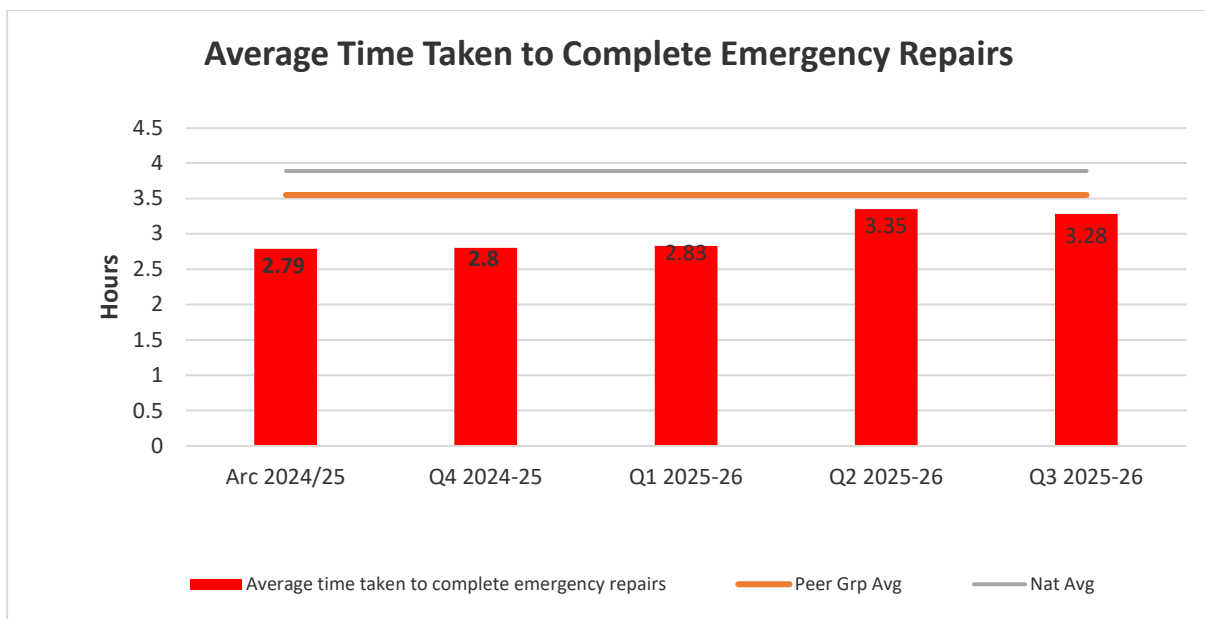
Percentage of rent due lost through properties being empty

KPI (Target 1%)	Budget	ARC 2023/2 4	Q3 2024/2 5	Q4 2024/2 5	Q1 2025/2 6	Q2 2025/2 6	Q3 2025/2 6
Void Loss	1%	0.24%	0.54%	0.44%	0.25%	0.29%	0.07%

Appendix 2 HOUSING MAINTENANCE KPI'S QUARTER 3 2025/26

Average Time Taken to Complete Emergency Repairs

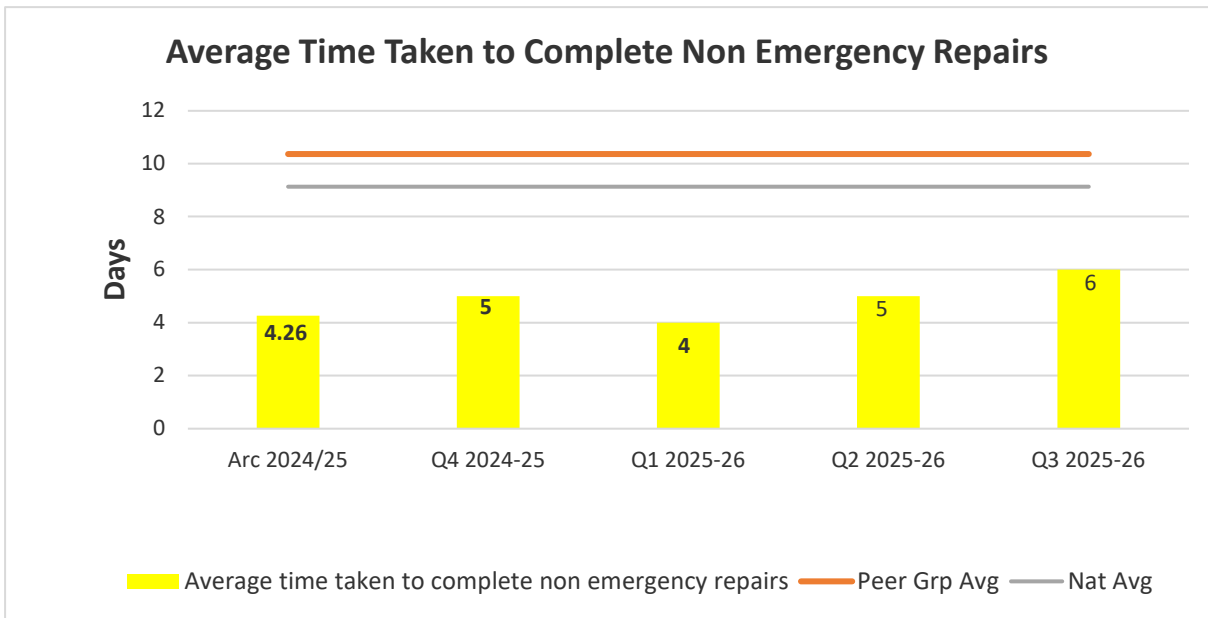
ARC 2024/25	Q4 2024/25	Q1 2024/25	Q2 2025/26	Q3 2025/26
2.79	2.8	2.8	3.35	3.28
No of Repairs	71	69	87	109



Total of 109 24hr repairs Q3

Average Time Taken to Complete Non-Emergency Repairs

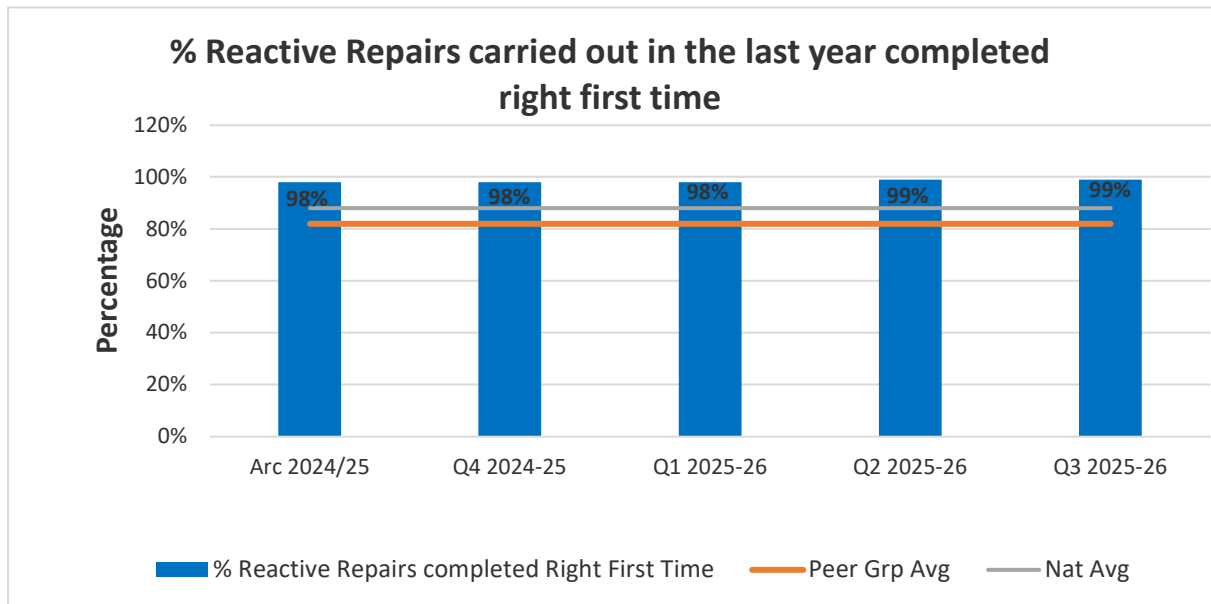
ARC 2024/25	Q4 2024/25	Q1 2024/25	Q2 2025/26	Q3 2025/26
4.26	5	4	5	6
No of Repairs	440	327	424	459



Total of 459 non urgent repairs during Q3

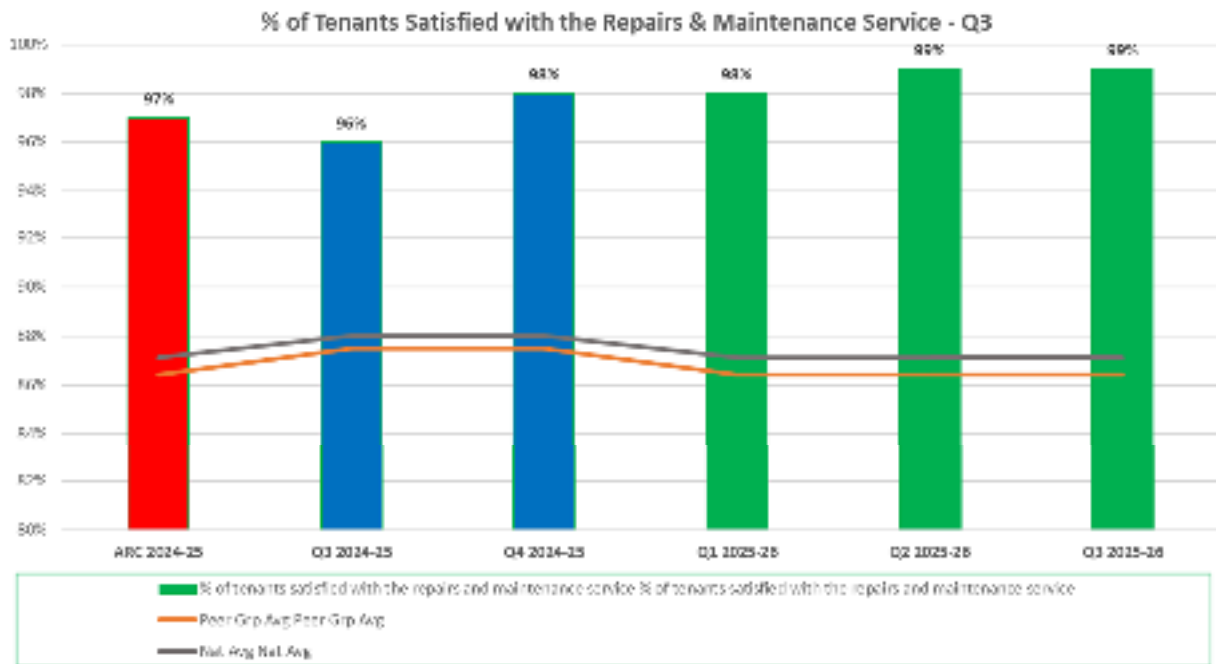
Percentage of Reactive Repairs Carried out in the last year completed Right First Time

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



Percentage of Tenants Satisfied with the Repairs & Maintenance Service – Q3

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



Narrative:

A total of 298 tenants were contacted in quarter 3 by telephone or text. Out of these 173 either did not answer or reply to a text message. 122 tenants were very satisfied and 1 were fairly satisfied.

2 tenants were fairly dissatisfied with their repairs. One tenant was dissatisfied as the issue had not been resolved. This has been passed back to LHAPS to follow-up. We tried to contact the other tenant who was fairly dissatisfied but there was no answer.

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 Quarter 3 2025-26

FOI and GDPR Requests

Type	Number received	Details / Outcome
Subject Access Requests	1	(Linked to an ongoing complaint)
Freedom of Information Requests	2	1 x disclosed in full 1 x fully withheld due to exception
Environmental Information Requests	0	
Data Breaches	0	

Source of FOI and EIR Requests

