

Our Own Performance Measures 25/26



Our Own Performance Measure (generated from management information)		Q4 24/25	Q1 25/26	Q2 25/26	Q3 25/26	Q4 - 2025/26		Against Target	Trend	OVERALL PERF 25/26
						Target 25/26	Value			
INC01	Current tenant rent arrears (gross)	£34k	£37k	£35k	£45k	< £45k	£39.5k	✓	↓	£39.5k
INC02	Current tenant rent arrears as a % of the annual rent debit	1.03%	1.1%	1%	1.3%	< 2%	1.1%	✓	↓	1.1%
INC03	Former tenant rent arrears as a % of the annual rent debit	0.31%	0.36%	0.39%	0.45%	info	0.36%	NA	↓	0.36%
VOI01	Number of void re-lets	13	7	5	15	info	16	NA	↑	43
VOI02	Percentage of rent lost through dwellings being vacant	0.6%	0.03%	0.03%	0.8%	< 1.5%	0.2%	✓	↓	0.51%
VOI03	Average re-let time (calendar days)	15.6	19	22.4	30.8	< 22day	30.2	■	↓	27.7 days
VOI04	Relets as a percentage of stock	8.9%	1.2%	0.83%	2.5%	info	2.6%	NA	↑	7.1%
TEN01	Annual Tenancy Visits Completed	67	117	129	89	info	105	NA	↑	440
ALL01	Nomination Agreement Performance	54%	42.9%	20%	47%	50%	25%	■	↓	37.2%
SAFE01	Homes with an in-date fire door check	100%	93%	93%	98%	100%	100%	✓	↔	100%
SAFE02	Communal doors with an in-date fire door check	100%	100%	100%	100%	100%	100%	✓	↔	100%
SAFE03	Homes with an in-date electrical safety inspection	99.7%	100%	99%	100%	100%	100%	✓	↔	100%
REP01	Average responsive repairs per unit	2.98	0.66	1.51	2.3	info	3.1	NA	↑	1.63
REP02	Average end-to-end time for all reactive repairs (days)	16	13.7	14.3	13	info	19.3	NA	↑	15.1 days
HR01	Average working days lost due to sickness absence - per FTE	1.25	0.24	0.71	0.32	info	0.18	NA	↓	3.84 days
GOV01	Percentage attendance at Board Meetings	84.5%	-	66.7%	63%	info	100%	NA	↑	76.6%