

HRA Performance Q4 2025/26

May 2026



REPAIRS PERFORMANCE

Responsive Repairs

Indicator	Reporting year	Current target	Q1	Q2	Q3	Q4
% of out of hours repairs completed on time (Mears)	2025-26	100.00%	100.00%	100.00%	100.00%	100.00%
	2024-25		100.00%	100.00%	100.00%	100.00%
% of day emergency repairs completed on time (Mears)	2025-26	100.00%	99.72%	99.72%	98.40%	99.42%
	2024-25		98.60%	99.10%	99.70%	99.70%
% of Urgent repairs completed on time (Mears)	2025-26	100.00%	98.05%	95.94%	92.43%	95.27%
	2024-25		97.17%	98.05%	96.20%	98.00%
% of Routine repairs completed on time (Mears)	2025-26	99.00%	91.45%	95.85%	90.96%	92.51%
	2024-25		90.40%	89.93%	96.80%	94.30%
% of appointments kept (urgent and routine only)	2025-26	99.50%	88.26%	91.00%	87.83%	89.15%
	2024-25		98.27%	97.26%	94.70%	91.00%

- Delivered by Mears (sub-contractors used for specialist works).
- A total of 2556 jobs completed in Q4 2025/26. This compares to 2311 completed in Q3 2025/26.
- 61 Handyperson jobs raised in Q4 2025/26. This compares to 71 raised in Q3 2025/26.
- Monthly repairs meeting undertaken with Mears to review day to day works and to discuss operational delivery of the contract.
- Bi-weekly meetings are held with Mears to discuss complaints, disrepair claims, scheduling works, inspections and to get updates on works in progress.

Responsive Repairs:

Indicator	Reporting year	Current target	April	May	June	July	August	September	October	November	December	January	February	March
% of out of hours repairs completed on time (Mears)	2025-26	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	2024-25		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
% of day emergency repairs completed on time (Mears)	2025-26	100.00%	100.00%	99.07%	100.00%	100.00%	100.00%	99.29%	99.18%	97.14%	98.95%	98.47%	100.00%	100.00%
	2024-25		97.50%	100.00%	98.30%	98.80%	98.50%	100.00%	100.00%	99.17%	100.00%	99.30%	100.00%	100.00%
% of Urgent repairs completed on time (Mears)	2025-26	100.00%	99.02%	96.50%	98.57%	94.97%	94.02%	98.56%	96.41%	91.19%	88.71%	94.18%	96.70%	94.76%
	2024-25		99.30%	96.80%	95.40%	97.60%	98.30%	98.26%	97.70%	94.79%	95.77%	98.70%	97.70%	97.70%
% of Routine repairs completed on time (Mears)	2025-26	99.00%	93.80%	86.63%	94.39%	93.91%	96.56%	97.20%	94.94%	92.15%	83.81%	89.91%	93.58%	93.52%
	2024-25		88.50%	87.60%	95.30%	86.30%	83.50%	100.00%	98.72%	98.86%	92.75%	91.00%	96.50%	95.60%
% of appointments kept (urgent and routine only) (Mears)	2025-26	99.50%	88.15%	87.76%	88.92%	90.87%	92.29%	90.06%	88.11%	87.75%	87.54%	90.66%	87.51%	89.65%
	2024-25		97.60%	97.50%	99.70%	97.80%	98.60%	95.37%	95.24%	93.41%	95.74%	96.06%	91.78%	83.86%

- OOH repairs completed on time remained at 100%.
- Emergency and out-of-hours repairs are consistently robust.
- Urgent, routine repairs and appointment keeping are materially underperforming in 2025-26.
- Routine repairs and missed appointments require improvement for 2026/27.
- Performance deterioration suggests capacity, scheduling, or access issues, rather than reactive emergency response capability.
- Recruitment programme in place to support new contract delivery.

Responsive Repairs:

Indicator name	Year	Current Target	Q1	Q2	Q3	Q4	2025/26
% of customer satisfaction with overall repairs service (Mears)	2025-26	99.00%	94%	80%	96%	95%	92%
	2024-25	99.00%	89%	96%	94%	95%	83%
Number of customers satisfied overall with the repairs service (Mears)	2025-26		147	105	165	280	417
	2024-25		132	153	137	147	518
% of customer satisfaction with works (Mears)	2025-26	99.00%	94%	80%	96%	95%	91%
	2024-25	99.00%	89%	96%	94%	95%	83%
Number of Customers satisfied with the work completed by Mears (Mears)	2025-26		147	105	165	280	417
	2024-25		132	153	137	147	518
Number of responses to repairs survey (Mears)	2025-26		156	131	172	295	459
	2024-25		148	160	146	155	622
Average days start-end time for responsive repairs (Mears) NEW contract	Emergency		1.55	1.3	2.26	1.3	1.6
	Urgent		4.73	7	7	7.4	6.5
	Routine		22.13	22.7	26.3	31.37	25.6
% of telephone calls answered (Mears)	2025-26	99.00%	98%	98%	96%	99%	98%
	2024-25	99.00%	99%	95%	96%	98%	97%
Average telephone call waiting time (seconds) (Mears)	2025-26	12	20	15.3	23.3	14	18
	2024-25	12	9	21	17	16	16

- This table presents a quarterly summary of each indicator.
- The table also shows year on year performance comparison with 2024-2025.
- More customer satisfaction surveys were completed compared to previous quarter.
- Calls answered and call waiting times remain very good although did go up on the previous quarter.
- Emergency responsiveness and call answer rates remain strong.
- Customer satisfaction is improving but still below target.
- Urgent and routine repair durations are increasing, correlating with lower satisfaction.
- Reduced survey responses may be masking wider customer dissatisfaction.

Responsive Repairs – Works in Progress

STATUS	PPP Response	Exclusions	Grand Total	% Total	Number of Overdue	% of Total Overdue
ASBESTOS TEST REQUIRED	8	1	9	0.87%	4	1.21%
ASSIGNED SUBCONTRACTOR	62	35	97	9.31%	63	18.98%
Awaiting Contact from Tenant	24	8	32	3.08%	11	3.32%
CARDED	33	12	45	4.32%	20	6.03%
Future Appointments	328	120	448	43.00%	82	24.70%
LIVE	12	6	18	1.73%	9	2.71%
MATERIALS REQUIRED	10	9	19	1.83%	10	3.02%
MORE TIME REQUIRED	26	19	45	4.32%	20	6.03%
NOT CARDED	4	2	6	0.58%	2	0.61%
OTHER TRADE REQUIRED	19	13	32	3.08%	16	4.82%
RECEIVED FROM MEDWAY	83	30	113	10.85%	35	10.55%
REFER TO CLIENT / 3RD PARTY - SEE NOTES	110	46	156	14.98%	56	16.87%
SCAFFOLDING REQUIRED	8	1	9	0.87%	4	1.21%
Works on Hold	10	3	13	1.25%		
TOTAL	<u>737</u>	<u>305</u>	<u>1042</u>		<u>332</u>	<u>31.87%</u>

Works in Progress (WIP) –the number of repairs that are raised, in the system and not yet completed.

- The above table reflects the WIP as of 31/03/26. This included inclusive PPP repairs and exclusive repairs.
- WIP target to be reviewed at Strategic Core Group to reflect first 12 months of the contract and reviewed against SMART criteria.
- Figures have reduced from Q3.
- 332 of the 1042 jobs in WIP are overdue. Reasons detailed above. The overdue are lower than the previous quarter.
- Most of the work in WIP (448 jobs) have future appointments. This is due to a combination of tenants requesting appointments outside of the target deadline or due to limited resource capacity.
- Mears produce regular WIP progress reports and WIP levels are discussed at operational and strategic meetings.

Damp and mould

DAMP & MOULD													
Description	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Total
Total number of properties	3092	3093	3093	3093	3093	3093	3118	3118	3118	3118	3187	3187	<u>3187</u>
Total number contact attempted	214	115	126	194	185	183	324	380	81	38	38	47	<u>1925</u>
Successful contacts	202	111	120	167	152	159	246	344	81	37	37	46	<u>1702</u>
Number reported damp / mould issues	124	61	62	68	69	76	83	77	41	26	26	44	<u>757</u>
Number of jobs raised for mould treatment by Mears	73	39	36	36	34	48	41	83	58	108	96	48	<u>700</u>

Proactive approach

- The service attempted to contact 123 in Q4 tenants to ask if they had any D&M or any Health and Safety concerns.
- The service managed to speak to 120 residents (circa 97.56% contact success rate).
- 96 residents reported D&M in Q3 2025/26.
- Total D&M jobs raised for Q4 – 252.

Points to note

- The presence of D&M will reduce in the warmer months and increase during the colder months.
- The service undertakes prevention measures such as improving heating, insulation and ventilation when completing D&M treatments to assist with D&M returning. The service will complete a trend analysis of D&M jobs at the end of the FY once the colder weather is over.
- The service is working with Mears to create a specific D&M reporting system in preparation for Awaab's Law being implemented.
- Works to improve the energy efficiency of 190 properties is underway. These fabric first measures include low energy lighting, monitoring sensors, insulation and windows.

Damp and mould – WIP (NON AWAABS LAW)

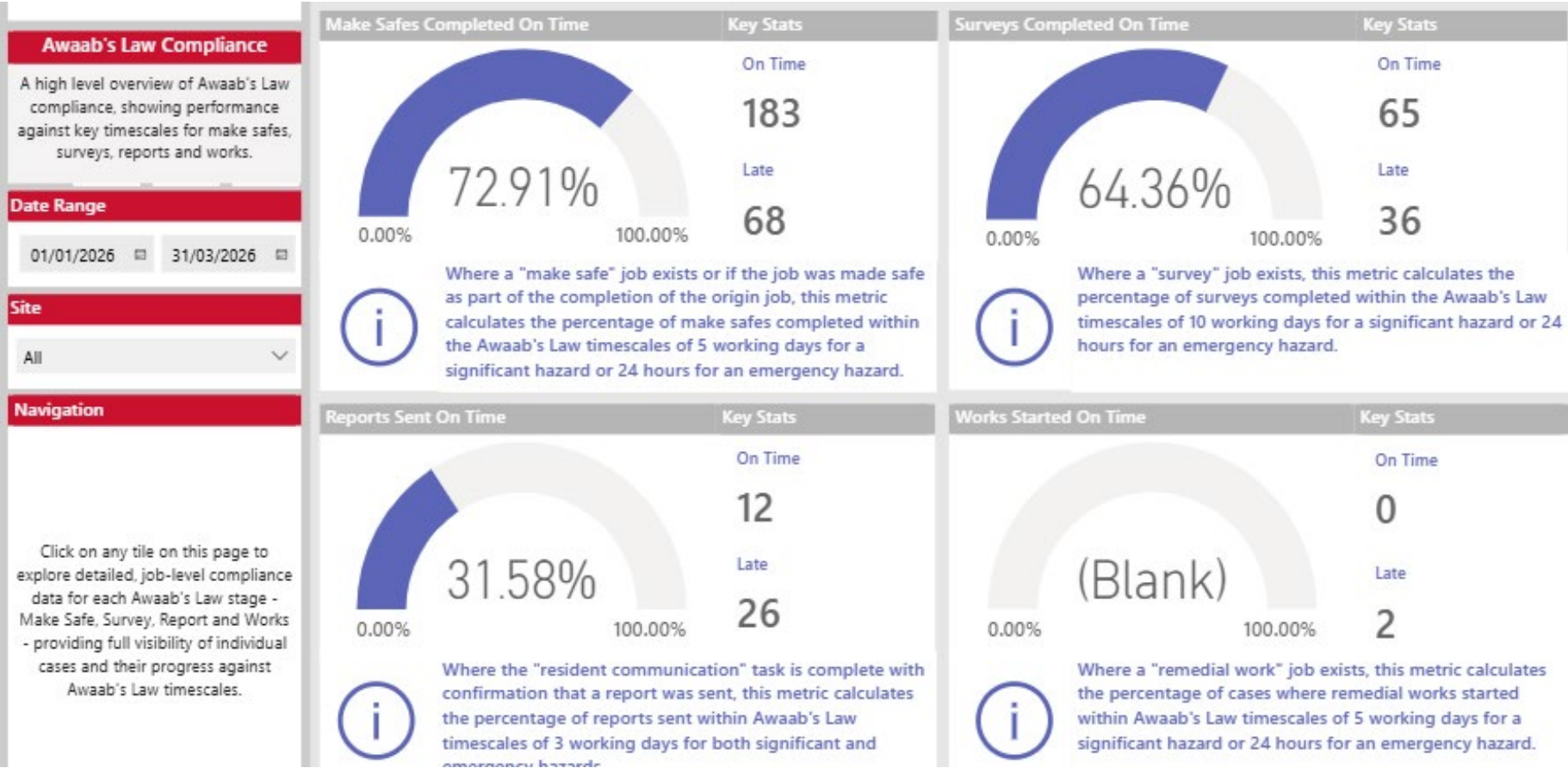
D&M WIP as of 31/03/26

	Total		% Total	Number of Overdue	% of Total Overdue
Awaiting Contact from Tenant	1		2.23%	0	0.00%
CARDED	3		6.67%	2	14.29%
Future Appointments	20		44.45%	6	42.86%
MORE TIME REQUIRED	5		11.12%	1	7.15%
RECEIVED FROM MEDWAY	4		8.89%	1	7.15%
REFER TO CLIENT / 3RD PARTY - SEE NOTES	11		24.45%	4	28.58%
Works on Hold	1		2.23%		
Grand Total	45			14	31.12%

- D&M WIP reports are provided monthly.
- Overdue cases are predominantly driven by Future Appointments and external dependencies (client or third-party referrals).
- Tenant contact delays are minimal, and no overdue impact is currently arising from works on hold or initial contact stages.
- Job statuses listed above.

Awaab's Law

Position from 1/1/26 - 31/3/26



Awaab's Law

Emergencies - Position from 1/1/26 - 31/3/26



Significant - Position from 1/1/26 - 31/3/26



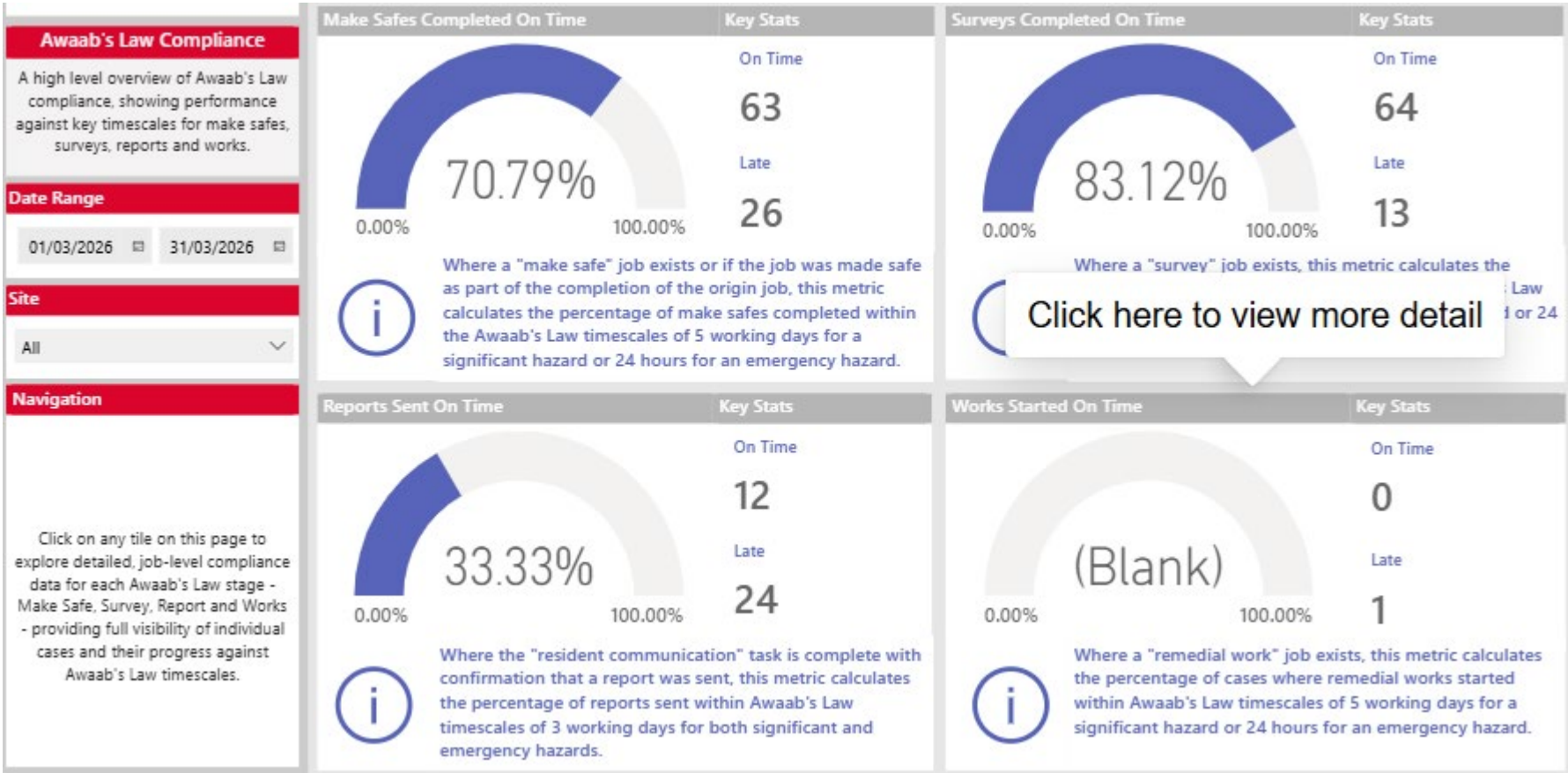
Awaab's Law

Reconciled position

Reported Figures					Adjusted Performance				
	Jan - March 26	Number	Number on time	Reported	Duplicates Removed*	No. of Adjustments*	Adjusted no. make safes	Adjusted Total on Time	New %
Make Safes	Emergencies	151	128	84.77%	0	12	151	140	92.72%
	Significant	99	54	54.55%	1	20	98	74	75.51%
	Total	250	182	72.80%	1	32	249	214	85.94%
*Adjustments Emergencies include; Access 3, 8 in made safe in time with follow works, 1 incorrect completion (corrected)									
*Adjustments Significant include; Access 17, 3 in made safe in time with follow works, 1 Duplicate (duplicates cancelled and removed from count)									
Reported Figures					Adjusted Performance				
	Jan - March 26	Number	Number on time	Reported	Duplicates Removed*	No. of Adjustments*	Adjusted no. surveys	Adjusted Total on Time	New %
Surveys	Surveys	101	65	64.36%	16	7	85	72	84.71%
*Adjustments include; Access 7, 16 duplicates (duplicated cancelled and removed from count)									

Awaab's Law

Position from 1/3/26 - 31/3/26



The table above shows the total position for Emergencies and Significant

Mears new dashboard created to monitor Awaab's law performance.

The dashboard can be filtered via date ranges.

HRA Officers have access to the dashboard via MCM.

The dashboard filters down and shows the jobs behind the figures.

Awaab's Law

Reconciled position

Reported Figures					Adjusted Performance				
		Number	time	Reported	Duplicates Removed*	No. of Adjustments*	Adjusted no. make safes	Adjusted Total on Time	New %
Make Safes	March 2026								
	Emergencies	37	31	83.78%	0	4	37	35	94.59%
	Significant	52	32	61.54%	0	13	52	45	86.54%
	Total	89	63	70.79%	0	17	89	80	89.89%
*Adjustments Emergencies include; Access 1, 3 in made safe in time with follow works									
*Adjustments Significant include; Access 10, 3 in made safe in time with follow works									
Surveys	Reported Figures				Adjusted Performance				
		Number	time	Reported	Duplicates Removed*	No. of Adjustments*	Adjusted no. surveys	Adjusted Total on Time	New %
	March 2026								
	Surveys	77	64	83.12%	13	0	64	64	100.00%
*Adjustments include; Duplicates 13 (duplicates cancelled and removed from count)									

Awaab's Law

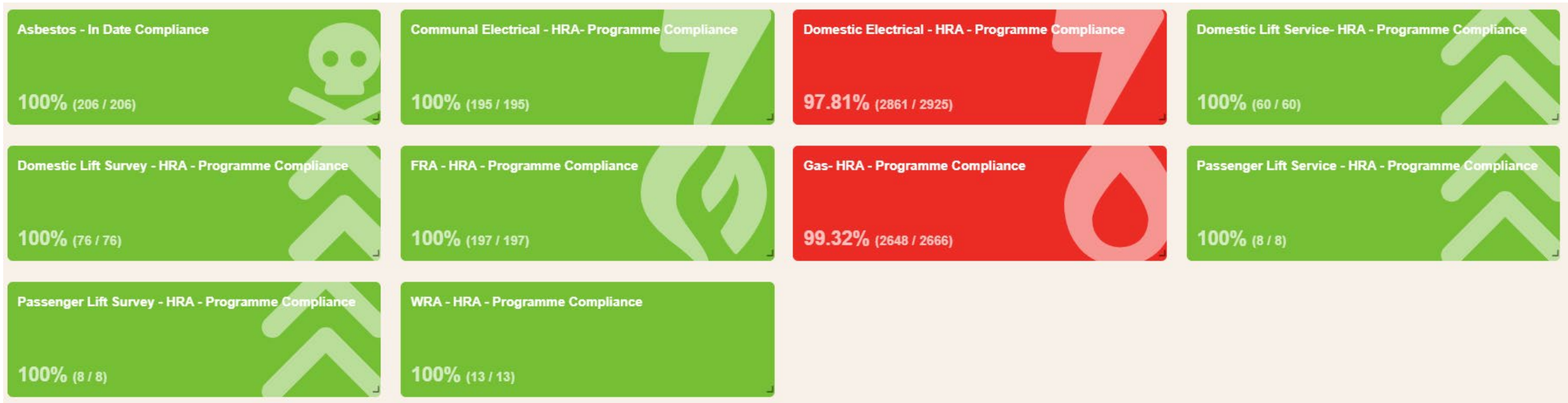
The table below shows the total position for open jobs as of 9/4/26 for both Emergencies and Significant jobs

AWAABS LAW - 09/4/26	<u>On Time</u>	<u>Overdue</u>	<u>Grand Total</u>	<u>% Overdue</u>	
DMC Make Safe		1	1	100%	
DMC Origin	7	22	29	76%	
DMC Post Inspection	34		34	0%	
DMC Remedial Work	1		1	0%	
DMC Survey	1	9	10	90%	
<u>Grand Total</u>	<u>43</u>	<u>32</u>	<u>75</u>		
AWAABS LAW - 09/4/26		OVERDUE REASON			
	<u>Overdue total</u>	<u>Access</u>	<u>Referred</u>	<u>Hazard removed</u>	<u>Overdue remaining</u>
DMC Make Safe	1			1	0
DMC Origin	22	7	7	4	4
DMC Survey	9	4	5		0
<u>Total</u>	<u>32</u>	<u>11</u>	<u>12</u>	<u>5</u>	<u>4</u>

- Majority of risk sits early in the pathway – Origin and Survey account for 31 of 32 overdue cases.
- Only 4 cases remain overdue without a mitigating reason, indicating that many delays are partially controlled or explainable.
- All Make Safe cases now have the hazard removed, despite being late.
- Downstream activity (Post Inspection and Remedial Work) is performing well and not contributing to ongoing non-compliance.

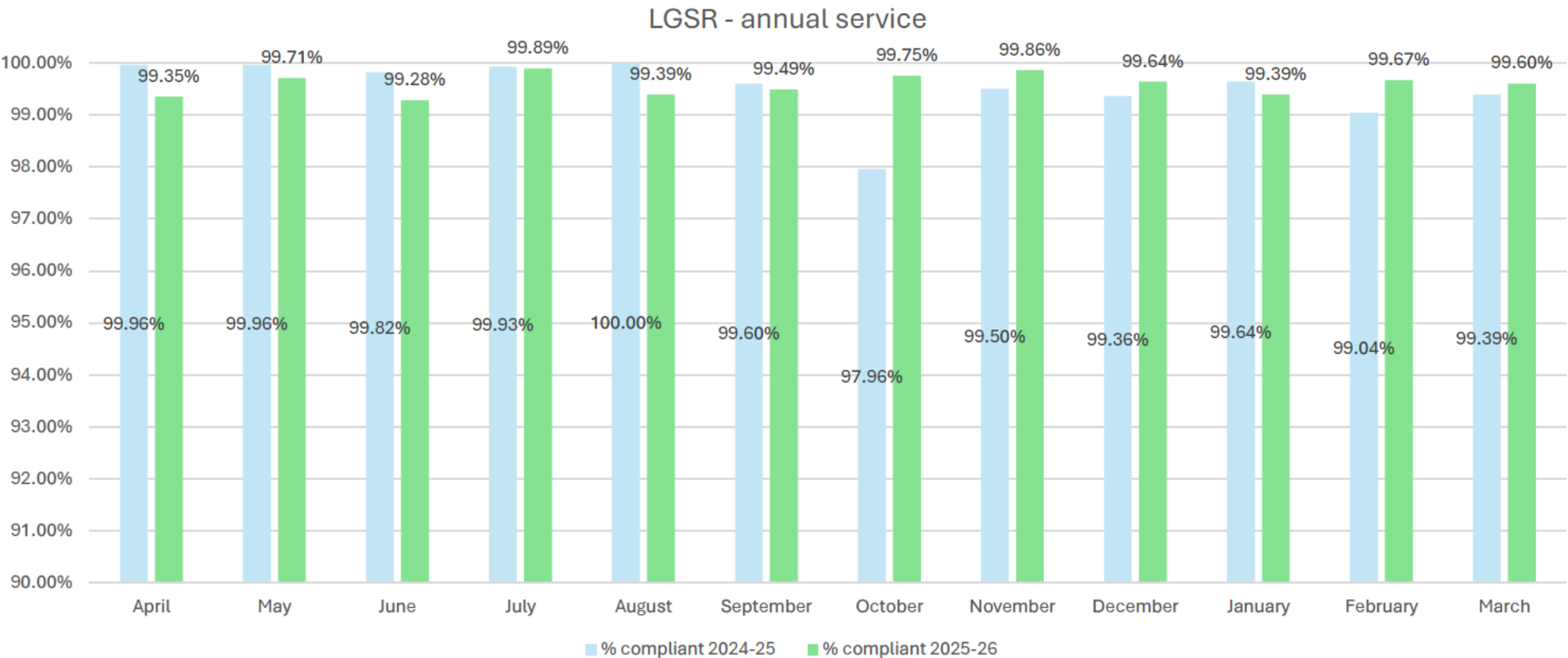
COMPLIANCE PERFORMANCE

Snapshot of True Compliance as of 14/4/26



Note that the figures above may vary from those within this report due to this being taken at a different snapshot in time.

Gas

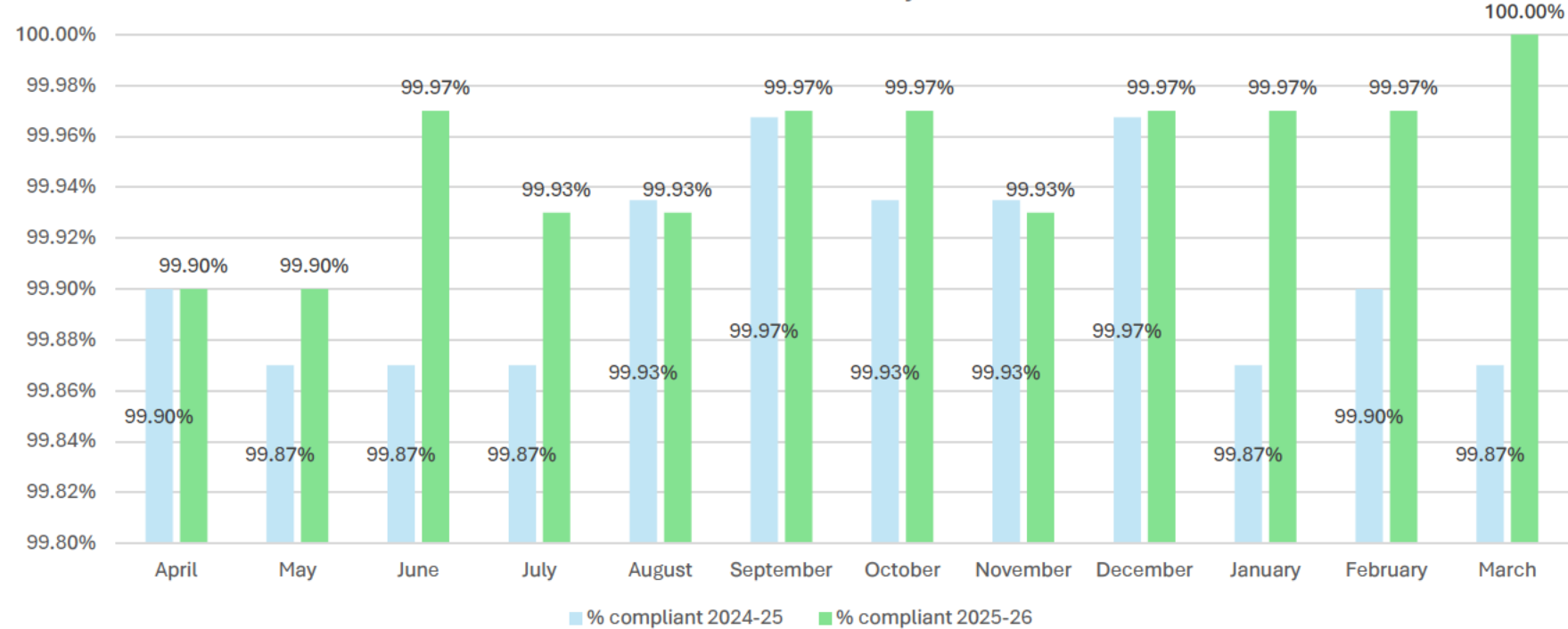


MONTH	COMPLIANCE	QTR AVG
Apr-25	99.35%	99.45%
May-25	99.71%	
Jun-25	99.28%	
Jul-25	99.89%	99.59%
Aug-25	99.39%	
Sep-25	99.49%	
Oct-25	99.75%	99.75%
Nov-25	99.86%	
Dec-25	99.64%	
Jan-26	99.39%	99.55%
Feb-25	99.67%	
Mar-25	99.60%	
AVERAGE	99.59%	

- SCS general performance is improving.
- Average Q4 compliance figure was 99.55% (10 non-compliant), with a monthly compliance average of 99.59% .
- Monthly gas compliancy meetings with Sureserve and PCM scheduled to review the previous months KPI performance and reports.
- SCS to provide 50 winter warmer packs.
- SCS and Medway are working closely to obtain access warrants where required. Access remains a challenge.

Electric Domestic 10 year

PIR - domestic - 10 year

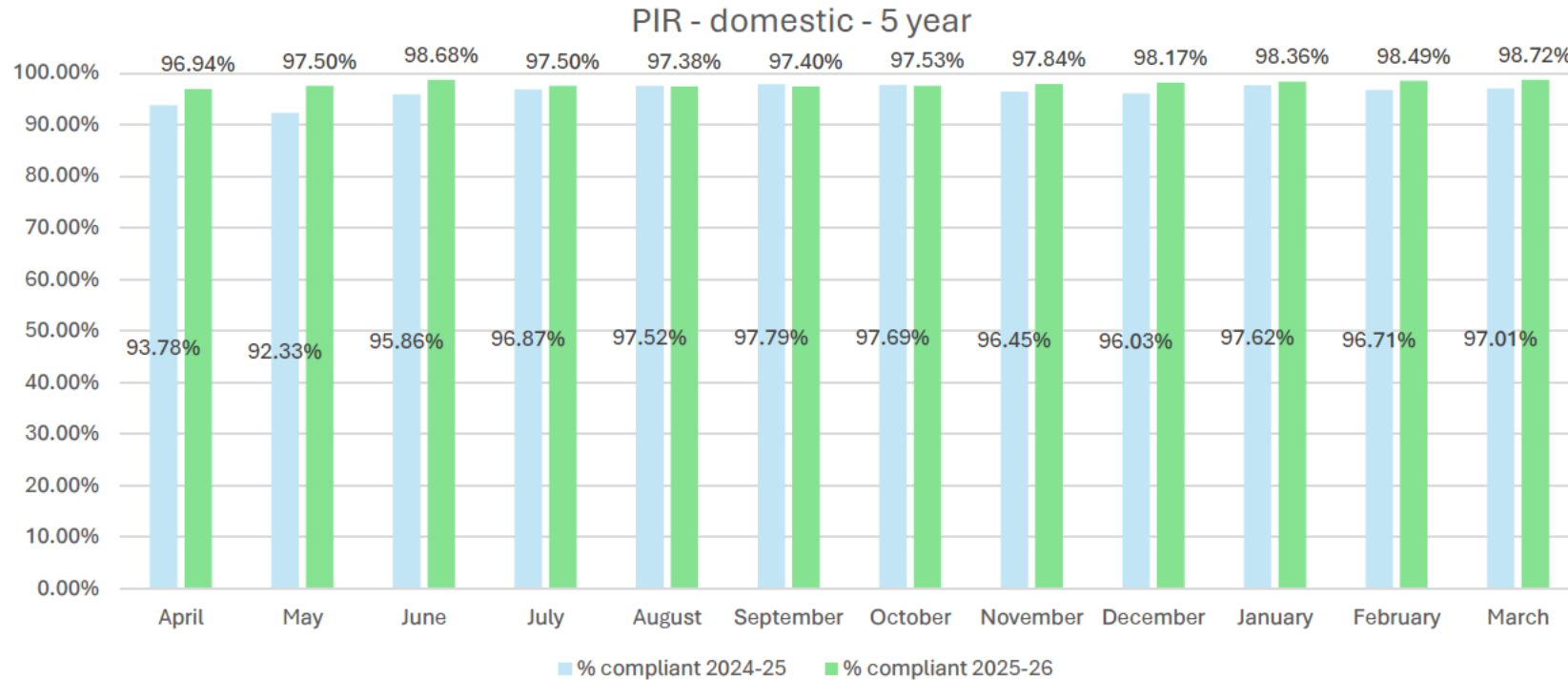


MONTH	COMPLIANCE	QTR AVG
Apr-25	99.90%	99.92%
May-25	99.90%	
Jun-25	99.97%	
Jul-25	99.93%	99.94%
Aug-25	99.93%	
Sep-25	99.97%	
Oct-25	99.97%	99.96%
Nov-25	99.93%	
Dec-25	99.97%	
Jan-26	99.97%	99.98%
Feb-25	99.97%	
Mar-25	100.00%	
AVERAGE	99.95%	

- Average Q4 compliance figure is 99.98% (approx. 1 property out of compliance). This was a slight improvement on the previous quarter.
- Non-compliance was due to no access – now completed thanks to RLO.
- Audited by external electrical consultant (Phoenix Compliancy Management LTD).
- Monthly meeting undertaken with RGE to discuss previous months KPI performance and reports.

PIR = Periodic inspection report

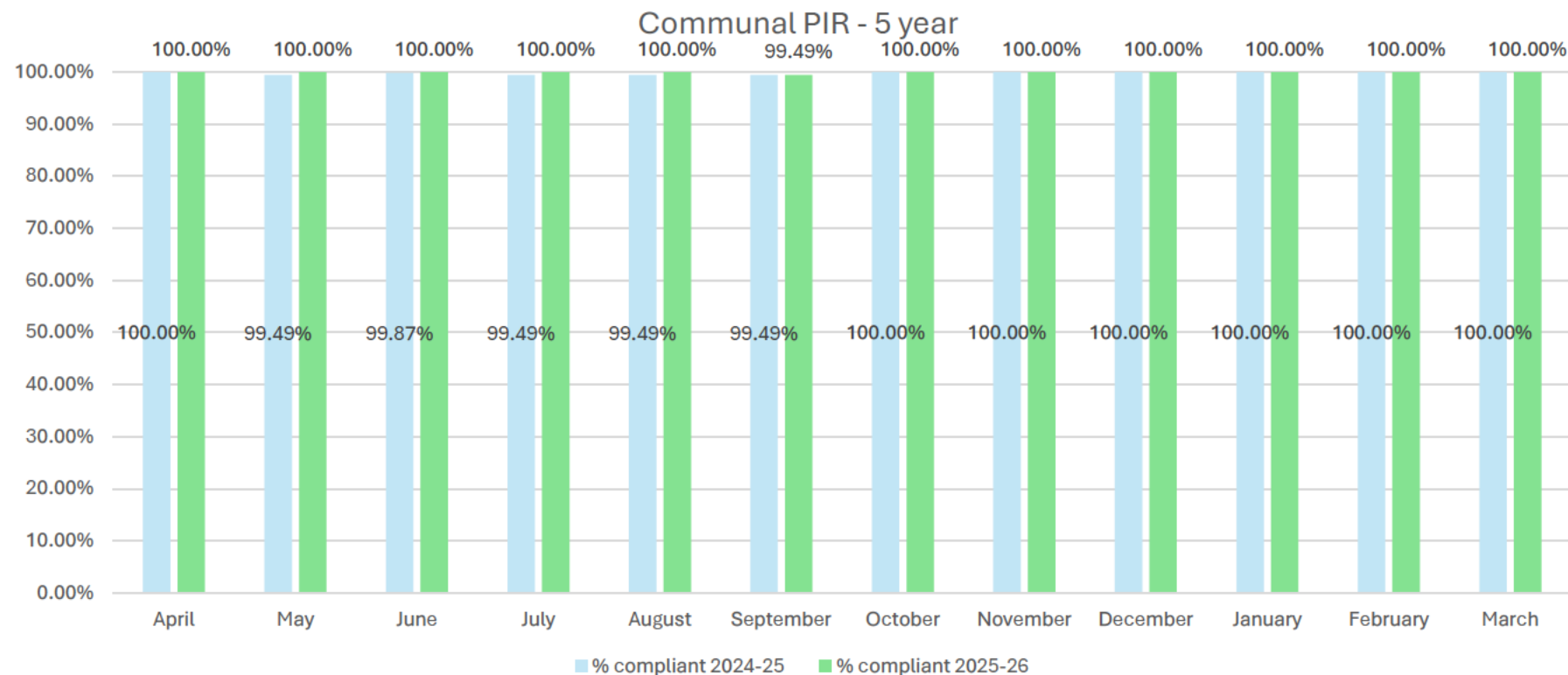
Electric Domestic 5 year



MONTH	COMPLIANCE	QTR AVG
Apr-25	96.94%	97.71%
May-25	97.50%	
Jun-25	98.68%	97.43%
Jul-25	97.50%	
Aug-25	97.38%	
Sep-25	97.40%	97.85%
Oct-25	97.53%	
Nov-25	97.84%	
Dec-25	98.17%	98.52%
Jan-26	98.36%	
Feb-25	98.49%	
Mar-25	98.72%	97.88%
AVERAGE	97.88%	

- The current requirement is 10 years; however, the service has been moving towards a 5-year cycle in preparation for impending changes to legislation to mirror the private rented sector.
- Non-compliances due to no access will go through the court warrant route.
- Audited by external electrical consultant (Phoenix Compliancy Management LTD).
- Average Q4 compliance is 98.52%. This is slightly up on the previous quarter, RGE have the full programme to work towards 100% compliance.
- Monthly meeting undertaken with RGE to discuss previous months KPI performance and reports.

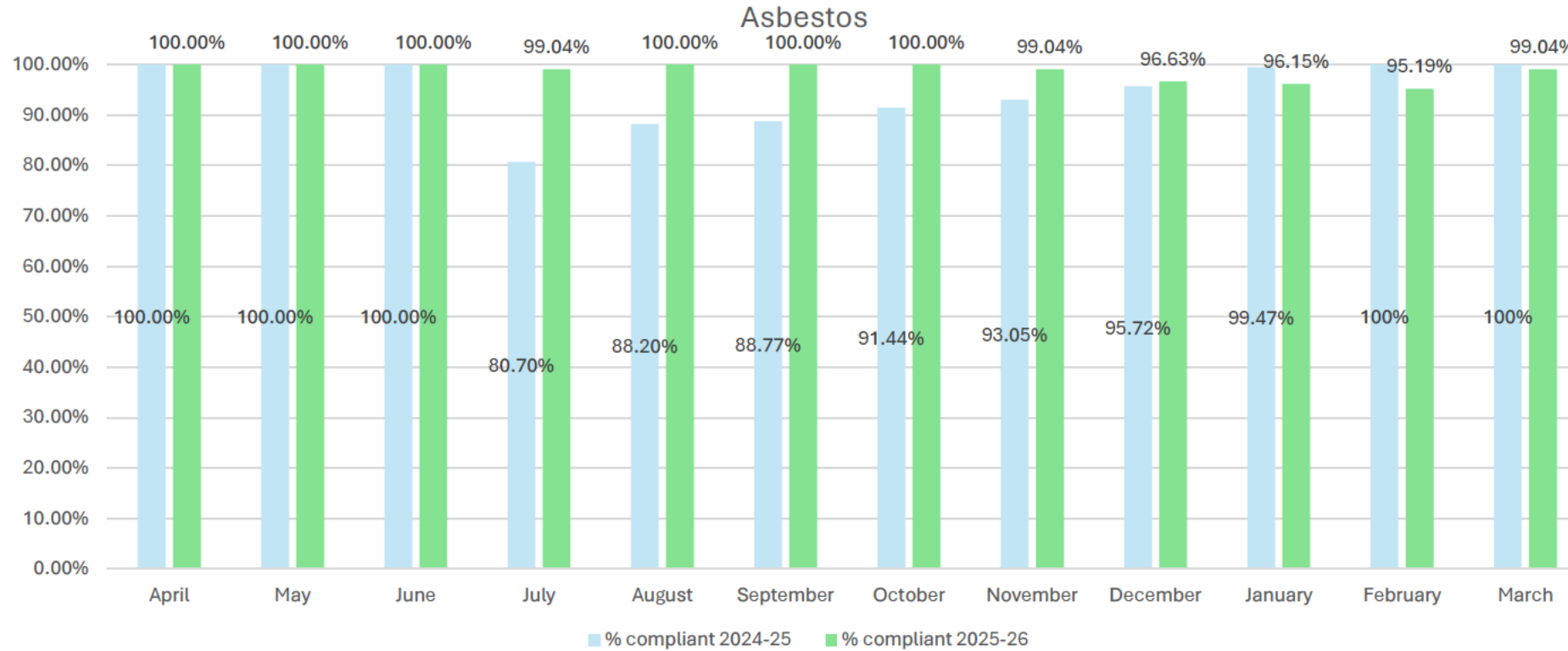
Electric Communal 5 year



MONTH	COMPLIANCE	QTR AVG
Apr-25	100.00%	100.00%
May-25	100.00%	
Jun-25	100.00%	
Jul-25	100.00%	99.83%
Aug-25	100.00%	
Sep-25	99.49%	
Oct-25	100.00%	100.00%
Nov-25	100.00%	
Dec-25	100.00%	
Jan-26	100.00%	100.00%
Feb-25	100.00%	
Mar-25	100.00%	
AVERAGE	99.96%	

- Communal areas consist of blocks of general needs flats and Homes for Independent Living (HFIL).
- Average Q4 compliance was 100%.
- Audited by external electrical consultant (Phoenix Compliancy Management LTD).
- Monthly meeting undertaken with RGE to discuss previous months KPI performance and reports.

Asbestos – communal areas

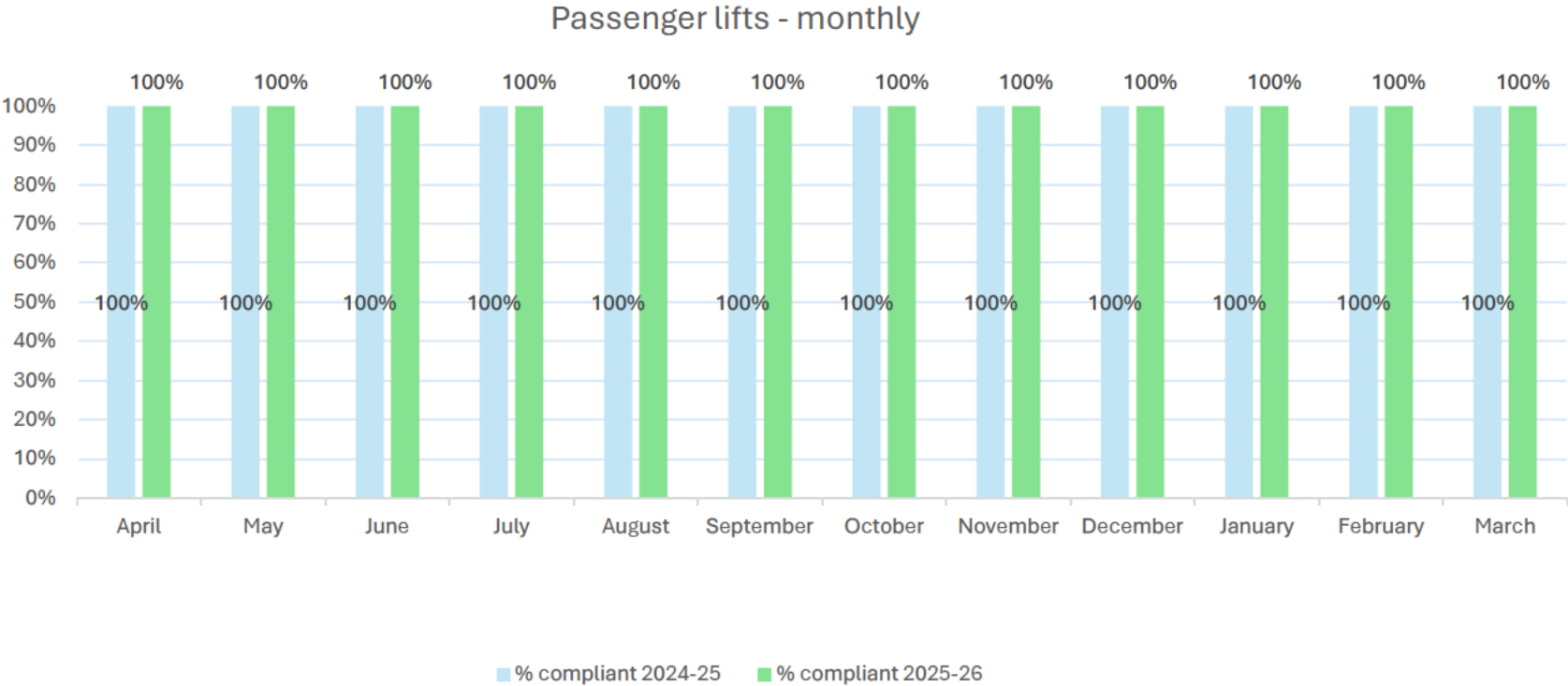


MONTH	COMPLIANCE	QTR AVG
Apr-25	100.00%	100.00%
May-25	100.00%	
Jun-25	100.00%	
Jul-25	99.04%	99.68%
Aug-25	100.00%	
Sep-25	100.00%	
Oct-25	100.00%	98.56%
Nov-25	99.04%	
Dec-25	96.63%	
Jan-26	96.15%	96.79%
Feb-25	95.19%	
Mar-25	99.04%	
AVERAGE	98.76%	

- The service undertakes re-inspection on existing/historic communal surveys.
- Good improvements made throughout the year and compared to previous year.
- Re-inspection frequency is risk based - asbestos type, location of asbestos and risk of disturbance and re-inspection frequency is then completed every 1-5 years depending on risk management matrix.
- Average compliance figure for Q4 was 96.79%. This was slightly down on the previous quarter.

Passenger Lifts

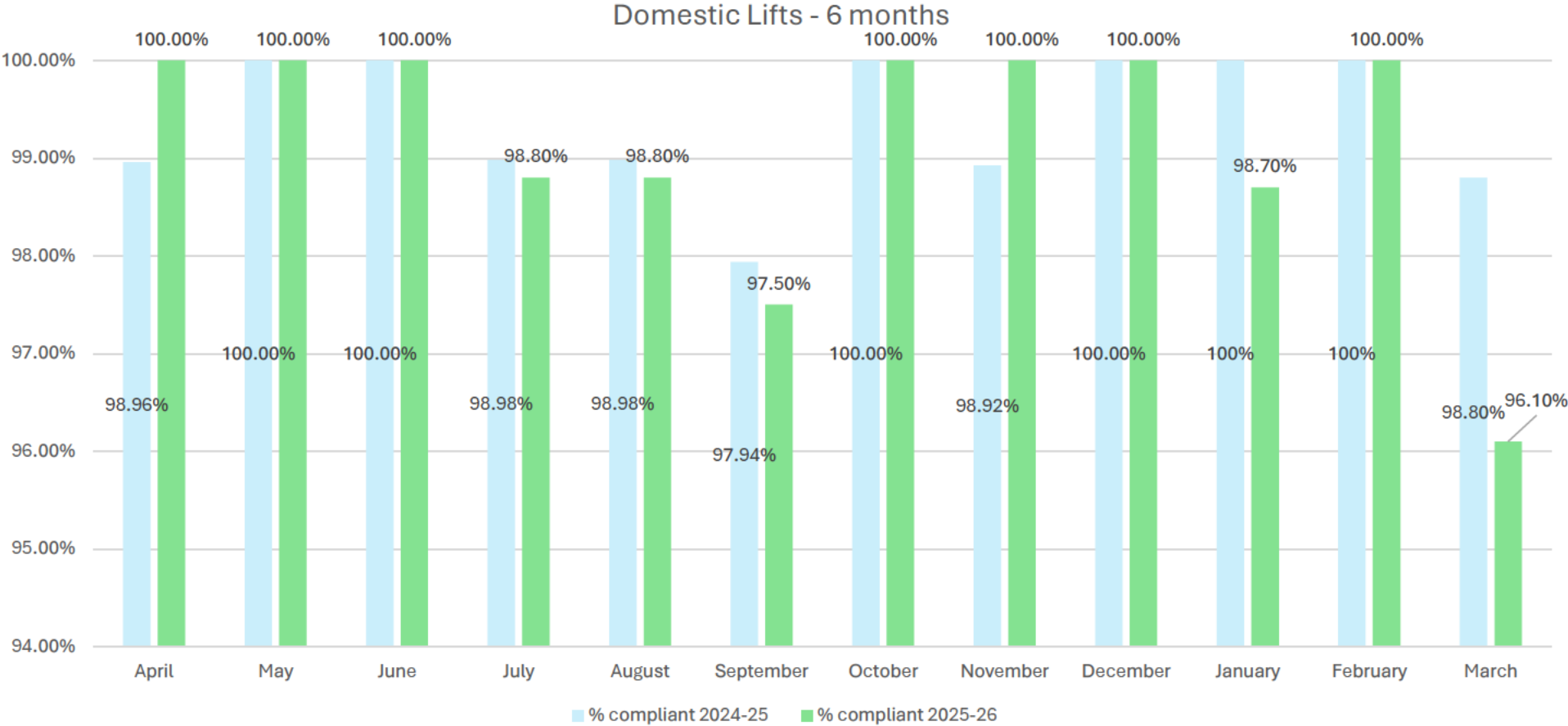
(Lifting Operations & Lifting Equipment Regulations (LOLER))



MONTH	COMPLIANCE	QTR AVG
Apr-25	100.00%	100.00%
May-25	100.00%	
Jun-25	100.00%	
Jul-25	100.00%	100.00%
Aug-25	100.00%	
Sep-25	100.00%	
Oct-25	100.00%	100.00%
Nov-25	100.00%	
Dec-25	100.00%	
Jan-26	100.00%	100.00%
Feb-25	100.00%	
Mar-25	100.00%	
AVERAGE	100.00%	

- All passenger lifts (8) are situated in the HRA’s Homes for Independent Living (HFIL) schemes.
- All lifts have 6 monthly surveys undertaken by Allianz as part of the corporate lift management arrangement.
- Average compliance figure YTD is 100%.
- Higher Elevations started 1/9/25 taking over from Norse.

Domestic Lifts

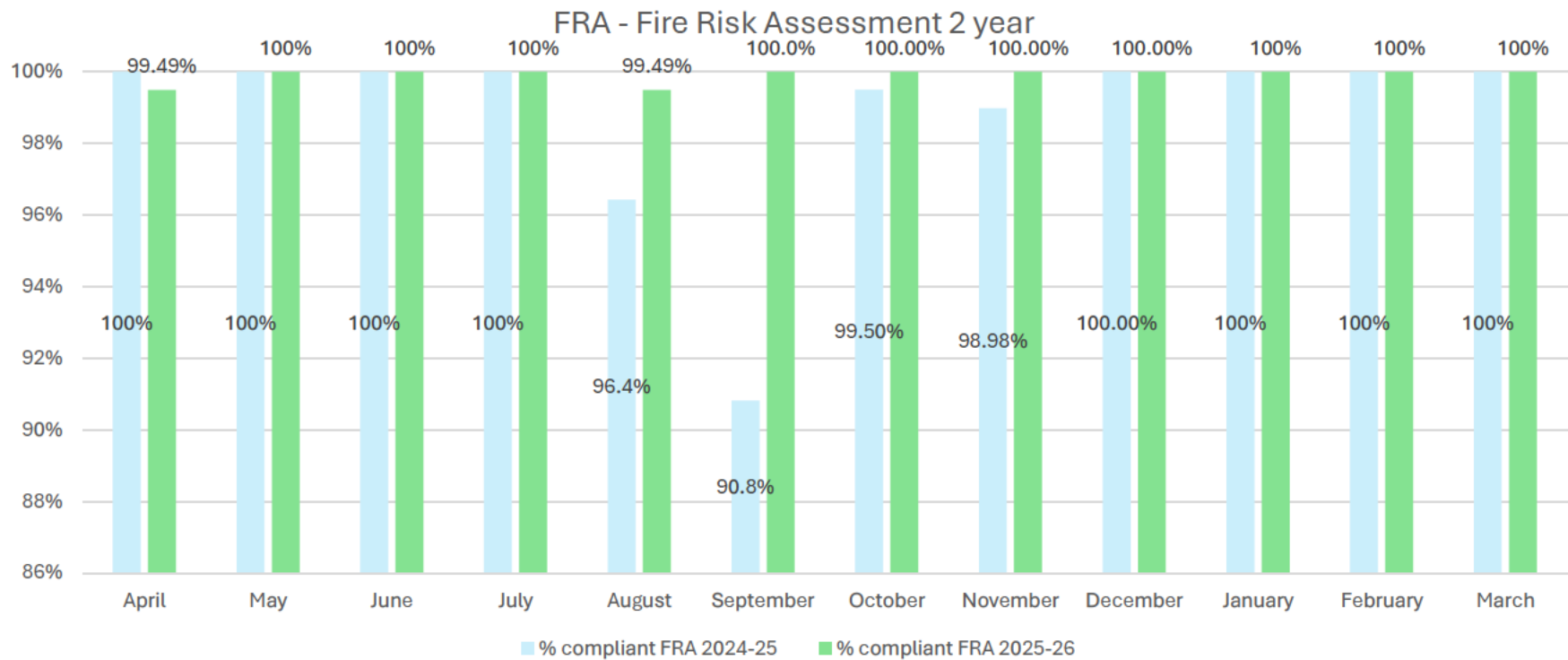


MONTH	COMPLIANCE	QTR AVG
Apr-25	100.00%	100.00%
May-25	100.00%	
Jun-25	100.00%	
Jul-25	98.80%	98.37%
Aug-25	98.80%	
Sep-25	97.50%	
Oct-25	100.00%	100.00%
Nov-25	100.00%	
Dec-25	100.00%	
Jan-26	98.70%	98.27%
Feb-25	100.00%	
Mar-25	96.10%	
AVERAGE	99.16%	

- The HRA have 90 domestic lifts (stair lifts and through floor lifts) are situated across general needs and HFIL schemes.
- All lifts have 6 monthly surveys undertaken by Allianz as part of the corporate lift management arrangement.
- Average compliance figure YTD is 99.16%.
- Non-compliance due to access issues.

Fire risk assessment (FRA)

2 yearly programme

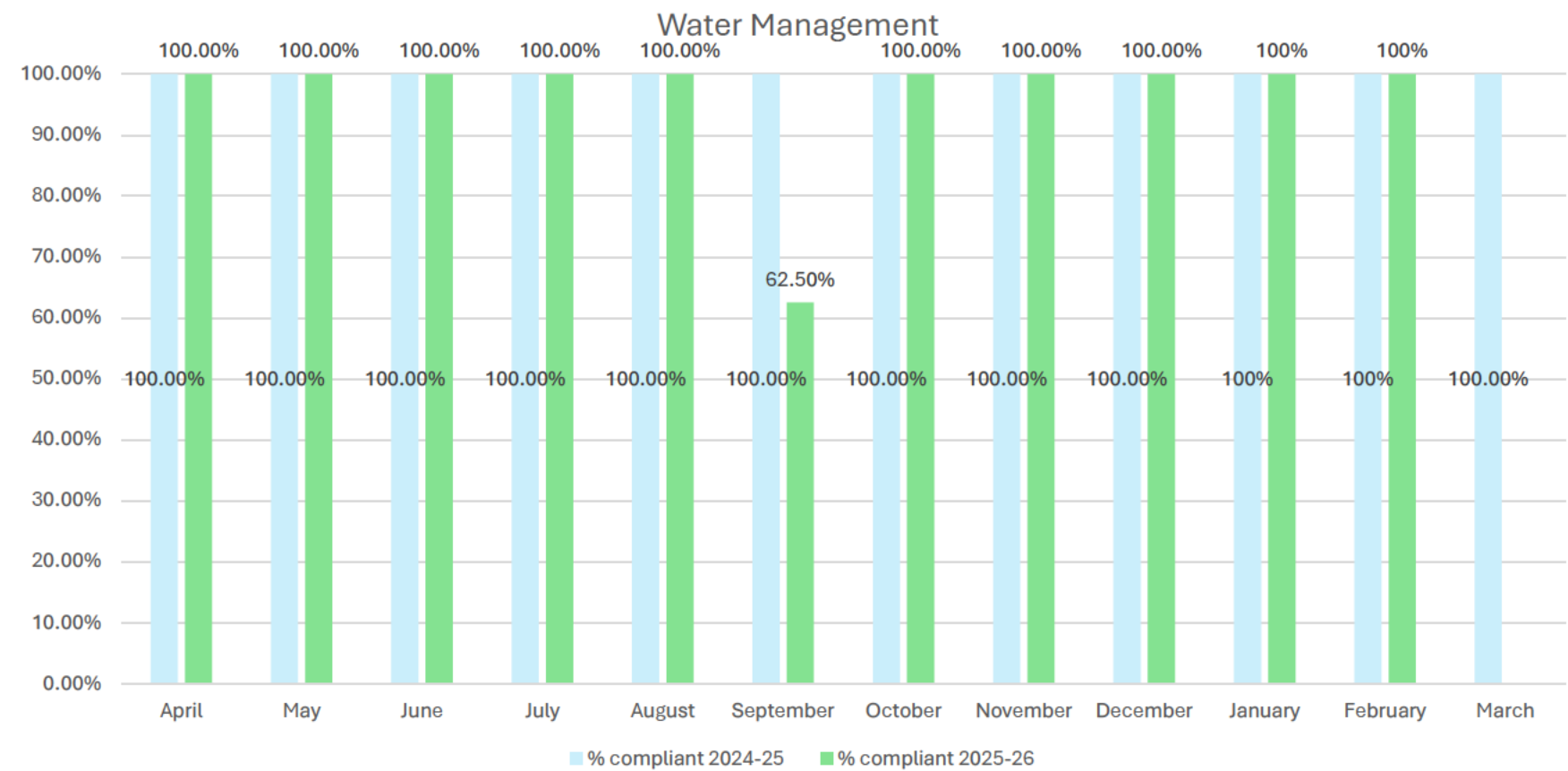


MONTH	COMPLIANCE	QTR AVG
Apr-25	99.49%	99.83%
May-25	100.00%	
Jun-25	100.00%	
Jul-25	100.00%	99.83%
Aug-25	99.49%	
Sep-25	100.00%	
Oct-25	100.00%	100.00%
Nov-25	100.00%	
Dec-25	100.00%	
Jan-26	100.00%	100.00%
Feb-25	100.00%	
Mar-25	100.00%	
AVERAGE	99.92%	

Points to note:

- Undertaken by STG Building Control via a Service Level Agreement (4-year term).
- BI-annual FRA’s completed to all communal areas with an annual re-inspection undertaken.
- Average compliance figure YTD is 99.92% with 100% achieved at the end of Q4.

Water Management

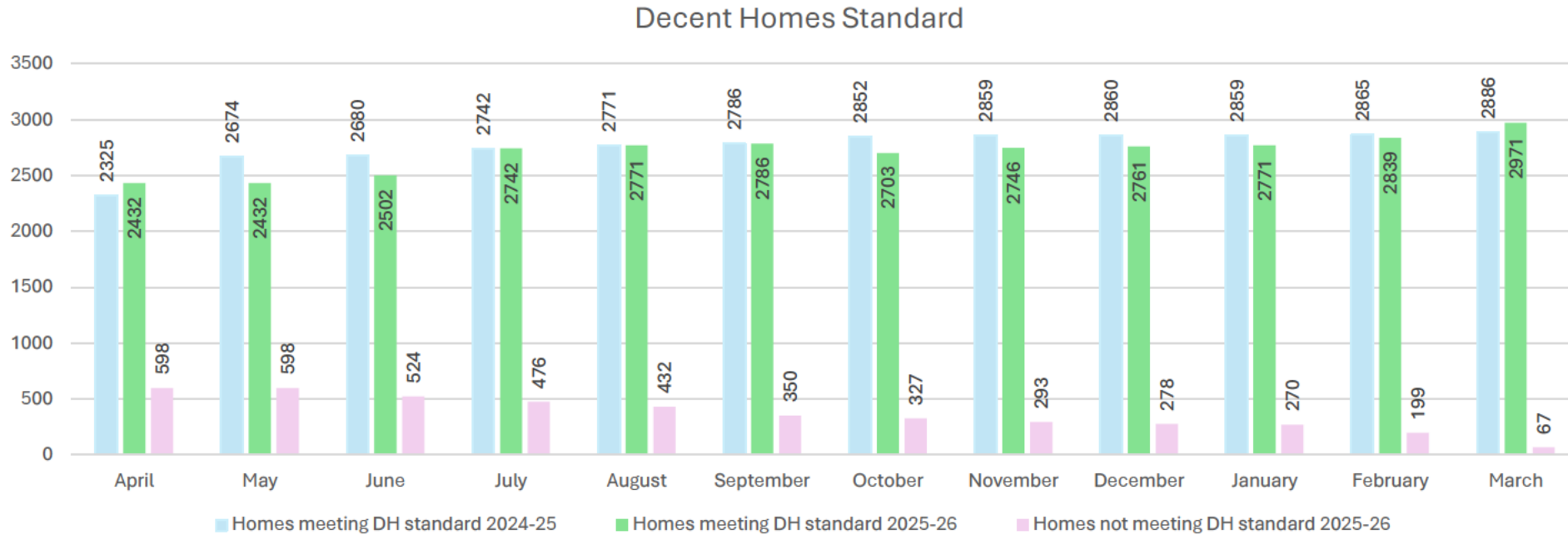


MONTH	COMPLIANCE	QTR AVG
Apr-25	100.00%	100.00%
May-25	100.00%	
Jun-25	100.00%	
Jul-25	100.00%	87.50%
Aug-25	100.00%	
Sep-25	62.50%	
Oct-25	100.00%	100.00%
Nov-25	100.00%	
Dec-25	100.00%	
Jan-26	100.00%	100.00%
Feb-25	100.00%	
Mar-25	100.00%	
AVERAGE	96.88%	

Points to note:

- Works undertake via Envirocure.
- L8 water risk assessments are completed.
- Average compliance figure YTD is 96.88% with 100% achieved at the end of Q4.
- NOTE - There were no open remedials at the end of Q4.

Decent Homes Standard Compliance



MONTH	COMPLIANCE	QTR AVG
Apr-25	80.30%	81.09%
May-25	80.30%	
Jun-25	82.68%	86.19%
Jul-25	84.27%	
Aug-25	85.80%	
Sep-25	88.50%	90.14%
Oct-25	89.21%	
Nov-25	90.38%	
Dec-25	90.85%	
Jan-26	91.10%	94.12%
Feb-25	93.40%	
Mar-25	97.49%	
AVERAGE	87.87%	

- Decent Homes Standard –
 - (a) it meets the current statutory minimum standard for housing
 - (b) it is in a reasonable state of repair
 - (c) it has reasonably modern facilities and services
 - (d) it provides a reasonable degree of thermal comfort.
- Compliance is expected to drop at the beginning of each financial year as new programmes commence, and others end.
- At the end of Q4, decent homes compliance figure was 97.49% with 67 properties showing as non-compliant. All properties on programme for works to be completed or properties to be surveyed.
- Properties fall out of compliance annually when key components (e.g. kitchens and bathrooms) reach the end of their REM life (remaining life).

Decent Homes Standard

Compliance

DESCRIPTION	NUMBER	%
PROPERTIES DECENT	2971	97.79%
PROPERTIES NOT DECENT	67	2.21%
<i>PROPERTIES NOT DECENT - ELEMENT</i>	52	1.71%
<i>PROPERTIES NOT DECENT - CAT 1</i>	9	0.30%
<i>PROPERTIES NOT DECENT - EPC</i>	6	0.20%
TOTAL HRA STOCK	3038	

PROPERTIES WITH NUMBER OF FAILINGS	COUNT	WALL FINISH	CHIMNEY	FLAT ROOF	DOORS	WINDOWS	ELECTRIC	HEAT	BOILER	Non-Key - Kitchen Bathroom	Modern Facilities
1	48	13	13	4	3		6	2	1	4	2
2	3	1					1		1	1	2
3	1								1	1	1
Grand Total	52	14	13	4	3		7	2	3	6	5

- Decent Homes 2.0 went live in Q4. This resulted in 15 properties now being reported as non-decent due to HHSRS and EPC ratings.
- A total of 67 properties were deemed as non-decent at year end.
- These non-decent properties were on programmes for 2025/26 but were not completed (mainly due to no access or lack of responses to waiver requests).
- All properties will roll over to the 2026/27 planned works programme.

Smoke and CO Alarms

CO ALARMS	
Compliant	2763
Non Compliant	3
Compliant %	99.9%
Non Compliant %	0.1%

3 properties are noncompliant and expired in 2025 and they have been issued to the contractor to do.

These properties do have working CO alarms in situ.

SMOKE ALARMS	
Compliant	3021
Non Compliant	19
Compliant %	99.4%
Non Compliant %	0.6%

19 properties are noncompliant and expired in 2025. They have been issued to the contractor to do. These properties do have working smoke alarms in situ.

A proportion of these properties are no access or have appointments made

- The service has, and continues to invest in the AICO system.
- The AICO system consists of a gateway, smoke detectors, CO alarms and enviro sensors that can all be monitored via an online portal.
- The service is installing these systems in HRA new builds.
- The service uses this data to proactively intervene when conditions for D&M to form are identified.

COMPLIANCE REMEDIALS

Gas remedials

Note – Gas remedials are as of 10/4/26

	<u>Num of Jobs</u>	<u>Average of Days Open</u>	<u>Has Hot Water</u>	<u>Has Heating</u>
1 Day	5	4.20	3	4
4 Hours	1	0.00	1	1
5 Days	24	4.71	23	21
<u>Grand Total</u>	<u>30</u>	<u>4.32</u>	<u>27</u>	<u>26</u>

<u>JOB STATUS AND NOTES AS OF 10/4/26</u>	<u>TOTAL</u>
<u>1 Day</u>	<u>5</u>
8-4-26 - Tried calling to book, NNC (deadtone), sent text. 10-4-26 - Tried calling to book, NNC (deadtone), sent text.	1
Appt booked 10/04	1
Awaiting Parts from 07/04 FOW	1
Awaiting Parts from 08/04 FOW	1
Awaiting Parts from 09/04 FOW	1
<u>4 Hours</u>	<u>1</u>
Appt booked 10/04	1
<u>5 Days</u>	<u>24</u>
8-4-26 - Tried calling to book, NA, left VM and text. 9-4-26 - Tried calling to book, spoke to tenant who advised they will call back to arrange.	1
9-4-26 - Tried calling to book, NA, left VM and text. 10-4-26 - Called to book, Spoke To Tenant and booked 13/04 AM	1
9-4-26 - Tried calling to book, NA, left VM and text. 10-4-26 - Called to book, Spoke To Tenant and booked 14/04 PM	1
9-4-26 - Tried calling to book, NA, left VM and text. 10-4-26 - Tried calling to book, NA, left VM and text.	2
Appt booked 10/04	5
Appt booked 13/04	2
Appt booked 14/04	2
Appt booked 15/04	3
Appt booked 16/04	2
Awaiting Parts from 07/04 FOW	2
Awaiting Parts from 09/04 FOW	3
<u>Grand Total</u>	<u>30</u>

Gas remedials

- 30 jobs listed, spanning early March to mid-April 2026, dominated by routine heating and radiator repairs, with some recalls and vulnerable tenant cases flagged.
- Most jobs are Priority 5 (5-day target) - only a small number are urgent 1-day or same-day (4-hour) responses, mainly for leaks or loss of hot water.
- High volume of delays linked to parts: over a third of jobs are awaiting parts, primarily sitting with Sureserve (Parts), contributing to extended days open.
- Several long-outstanding cases, with the oldest job open 31 days, largely due to recalls, complex boiler work, or parts dependency.
- Tenant access issues persist, with multiple jobs showing no appointments booked, repeated failed contact attempts, or awaiting tenant call-backs.
- Service impact is generally low: the majority of properties retain heating and hot water, with only a small number reporting loss of hot water or heating issues.
- Appointments heavily clustered mid-April (10–16 April), indicating short-term operational pressure and potential risk to SLA compliance if parts or access issues continue.
- WIP is reviewed and discussed with SCS during monthly contract meetings as well as at quarterly strategic meetings.
- SCS with HRA officers regarding no access – no access procedure is in place and being followed.
- PCM audit SCS's works and compliance.
- Forced entries are being booked where applicable.

Electrical remedials

UPRN	Open Remedial	Category	Description	Appointment Booking/Completion
53300009	1	C2	Damaged socket to be replaced in bedroom behind wardrobe	4no. No Access - No booking
58400075	3	C2	CCU IP Rating compromised, RCBO not operating, Bathroom light to be replaced	4no. No Access - No booking

PROPERTIES WITH OPEN REMEDIALS	2
TOTAL NUMBER OF REMEDIALS	4
TOTAL NUMBER OF C1	0
TOTAL NUMBER OF C2	4
TOTAL NUMBER OF C3	0
TOTAL NUMBER OF FI	0

Note – electrical remedials are as of 16 Apr 2026 and cover all electrical work streams

- Electrical remedials are low due to most remedial items being completed by RGE during the test itself.
- All open remedials are within target completion date.
- Appointments to be made for follow on works.
- No high risk identified with open remedials. All works going through the no access and scheduling process.

Fire risk assessment (FRA) - remedials

FRA REMEDIAL ACTIONS - 22/4/26			
	Completed	Open	Grand Total
ACCESS	15	6	21
BIN CHUTE	4	3	7
BIN STORE	3	1	4
CABLES	17	9	26
CLADDING	11	3	14
COMM DOORS	35	9	44
COMPARTMENTATION	84	57	141
DRY RISER	14		14
EXCESSIVE FOAM	10	4	14
FED	111	64	175
FIRE ALARM	1		1
FIRE ALARMS	5		5
FIRE EVACUATION STRATEGY	60	1	61
FIRE EXTINGUISHER	5	9	14
FIRE LOAD	1	1	2
FLOORING	2		2
GAS PIPEWORK	5	2	7
MOE	43	15	58
NOTICES	7	1	8
PAT	1	6	7
SIGNAGE	10	6	16
SMOKE ALARM		1	1
SMOKE SEAL	6	2	8
STAIRLIFT	1		1
TENANT	43	64	107
TESTING	370	1	371
Grand Total	864	265	1129

FRA OVERDUE REMEDIAL ACTIONS - 22/4/26				
	0 TO 6 MONTHS	6 TO 12 MONTHS	OVER 12 MONTHS	Grand Total
ACCESS		5	1	6
BIN CHUTE	1	1	1	3
BIN STORE	1			1
CABLES		8	1	9
CLADDING		3		3
COMM DOORS			9	9
COMPARTMENTATION			57	57
EXCESSIVE FOAM	1	1	2	4
FED			64	64
FIRE EVACUATION STRATEGY	1			1
FIRE EXTINGUISHER	2	2	5	9
FIRE LOAD	1			1
GAS PIPEWORK		2		2
MOE	1	13	1	15
NOTICES	1			1
PAT	1		5	6
SIGNAGE	1	2	3	6
SMOKE ALARM			1	1
SMOKE SEAL			2	2
TENANT	6	52	6	64
TESTING	1			1
Grand Total	18	89	158	265

FRA OVERDUE TIMESCALES REMEDIAL ACTIONS - 22/4/26				
	0 TO 6 MONTHS	6 TO 12 MONTHS	OVER 12 MONTHS	Grand Total
Moderate	18	89	158	265
Grand Total	18	89	158	265

Self-referral - FROM STG Q4 FRA CONTRACT REPORT

(Relevant to the Transparency, Influence and Accountability Standard specific expectation 2.6.1)

- In accordance with the Regulator of Social Housing's requirement for early disclosure of any material issues relating to non-compliance or potential non-compliance, we have reviewed the Q3 fire risk assessments across common areas in residential blocks.

Outcome:

No instances of non-compliance or potential non-compliance were identified that would necessitate a self-referral to the Regulator.

Fire risk assessment (FRA) - remedials

FRA OVERDUE REMEDIAL ACTIONS - 22/4/26 - DETAIL																							
	<u>ACCESS</u>	<u>BIN CHUTE</u>	<u>BIN STORE</u>	<u>CABLES</u>	<u>CLADDING</u>	<u>COMM DOORS</u>	<u>COMPARTMENTATION</u>	<u>EXCESSIVE FOAM</u>	<u>FED</u>	<u>FIRE EVACUATION STRATEGY</u>	<u>FIRE EXTINGUISHER</u>	<u>FIRE LOAD</u>	<u>GAS PIPEWORK</u>	<u>MOE</u>	<u>NOTICES</u>	<u>PAT</u>	<u>SIGNAGE</u>	<u>SMOKE ALARM</u>	<u>SMOKE SEAL</u>	<u>TENANT</u>	<u>TESTING</u>	<u>Grand Total</u>	<u>% Of Total</u>
RGE PROGRAM	3																					3	1.13%
BELL PROGRAM						2			62					5								69	26.04%
BELL WIP				1			4	2	1							2						10	3.77%
HO ACTION		1																		34		35	13.21%
LH ACTION														1						2		3	1.13%
MEARS WIP	1	2	1	7		5	3			1				6	1		6	1	2	1		37	13.96%
ON GOING - TENANTS																				1		1	0.38%
RGE PROGRAM							42															42	15.85%
RGE WIP											2					1					1	4	1.51%
SSO ACTION						1						1								21		23	8.68%
TA ACTION																				3		3	1.13%
WITH AA	2				3	1	7	1	1		4		2	3						1		25	9.43%
WITH AA - BELL WIP							1	1												1		3	1.13%
WITH AA - MEARS WIP				1																		1	0.38%
WITH AA - RGE WIP											3					3						6	2.26%
Grand Total	6	3	1	9	3	9	57	4	64	1	9	1	2	15	1	6	6	1	2	64	1	265	265

- All open actions are deemed as moderate risk.
- Overall position: 1,129 actions recorded, with 864 closed (77%) and 265 open (23%); the largest volumes relate to Testing (371), FED (175) and Compartmentation (141).
- Open actions concentration: Open items are dominated by Testing (64), Tenant issues (64), FED (64) and Compartmentation (57), accounting for the majority of outstanding risk.
- Overdue profile: All 265 open actions are overdue, with 158 (60%) overdue by more than 12 months, indicating a historic backlog.
- Highest overdue risks: The most critical long-overdue categories are FED (64 over 12 months), Compartmentation (57 over 12 months) and Tenant actions (52 over 6–12 months), representing priority areas for intervention.

Fire risk assessment (FRA) - Doors

Position as of 22/4/26

- Bell were instructed to deliver the door programme in July 2025 following door validation checks; storage has now been centralised, improving installation efficiency, and the full budget has been released for completion in the current financial year.
- The service has realigned the planned works budget for priority 1, 2 and 3 doors to be completed in 2026/27. Bell have confirmed that this is achievable. And a budget of circa £1.3m has been allocated.
- Priority 1 doors: 60 doors installed to date, with a further 60 due within two weeks; 21 properties still require surveys (mainly no access or LH non-response), and 114 doors are at surveyed-to-price stage, with delays mainly caused by manufacturing and delivery issues.
- Priority 2 and 3 doors: 119 Priority 2 doors surveyed with 28 remaining, 45 appointments booked and one site awaiting materials; Priority 3 has 66 surveys completed with 211 still outstanding and no installations yet scheduled.
- The programme, previously delayed due to missed deliveries, is now back on track; all doors are FD30S with third-party certification, ad-hoc installations continue across priorities, and Bell is confident Priority 1 installations will complete by end of March 2026, with overall completion still targeted for 31st March 27.
- St Albans remains a standalone project: surveys identified substrate issues, remedial trials have now been successfully completed, and doors will progress through formal acceptance, with installation handed over to Mears.

Lifts remedials

Note – lift remedials are as of 31/03/2026

Remdial Works			
Work Stream	Due	Completed	KPI
Callouts	7	7	100%
Removals	0	0	100%
Non Urgent Repairs	7	7	100%
Urgent Repairs	3	3	100%
Loler A Defects	2	2	100%
Loler B Defects	1	1	100%
Loler C Defects	0	0	100%

Services Due			
Work Stream	Due	Completed	KPI
Domestic	14	12	86%
Scheme	0	0	100%
PassengerLifts	8	8	100%

PASSENGER LIFTS

All passenger Lifts x 8 . Each lift has a monthly service inspection.

All Lifts have been service on time and currently 100%.

DOMESTIC LIFTS

Domestic Lifts completed at the end of Q4 was 86% - 2 lifts could not be serviced due to access and where instead serviced at the customers availability.

Passenger lift servicing and all remedial works achieved 100% compliance. Domestic lift servicing finished the quarter at 86% due to access constraints, with missed services completed at the earliest customer availability and no safety risk outstanding.

Asbestos remedials

Instruction Date	UPRN	Scheduled Date	Work Description	Risk Rating	Comments
23/01/2026	40700088	31/03/2026	Removal of kitchen big cupboard AIB header panel	Low, Material not damaged but needing removing	
06/10/2025	1700006	02/04/2026	Removal of AIB header panel from hall rear cupboard	Low, Material not damaged but needing removing	
13/08/2025	53300004	09/04/2026	REAR HALL AIRING CUPBOARD AIB BOARD 1.5M2	Low, Material not damaged but needing removing	
19/11/2025	4200107	N/A	Removal of kitchen flooring m2 tbc	Low, Material not damaged but needing removing	Works aborted(after several rebooked apointments) due to unclean condition of premises
03/02/2026	35500207	N/A	Removal of floor tiles from hall(inc cupboard) 12m2 Removal of perimeter tiles from Lounge, Bedroom1 and Bedroom 2 Site Capture for AIB removal from hall cupboard in front of kitchen	Low, Material not damaged but needing removing	Notifiable, with Contracts Team
03/02/2026	35500123	N/A	removal of AIB board from hall cupboard in front of kitchen	Low, Material not damaged but needing removing	Notifiable, with Contracts Team
10/02/2026	79300027	N/A	Shadowvac in hall, kitchen, lounge and dining room	Low, Material not damaged but needing removing	RGE - Attended but nobody home, awaiting rebooking
11/02/2026	4200065	09/04/2026	Shadowvac for 2 x fans to be replaced	Low, Material not damaged but needing removing	
25/02/2026	23400027	01/05/2026	Shadowvac for 3 x smoke detectors	Low, Material not damaged but needing removing	
13/03/2026	35500185	N/A	Removal of AIB header panel in cupboard in front of kitchen	Low, Material not damaged but needing removing	Notifiable, with Contracts Team
17/03/2026	81100054	01/04/2026	Shadowvac for 4 x detector installs	Low, Material not damaged but needing removing	
19/03/2026	4200124	01/04/2026	Removal of kitchen floor tiles 8.5m2 and lino 8.5m2	Low, Material not damaged but needing removing	
19/03/2026	37400020	09/04/2026	Shadowvac to wet room	Low, Material not damaged but needing removing	
19/03/2026	27600033	09/04/2026	Removal of kitchen floor tiles 13m2	Low, Material not damaged but needing removing	
19/03/2026	81100139	13/04/2026	Removal of kitchen floor tiles 12m2 and lino 12m2	Low, Material not damaged but needing removing	
19/03/2026	81100139	15/04/2026	Shadowvac to kitchen	Low, Material not damaged but needing removing	
19/03/2026	81200035	16/04/2026	Removal of kitchen floor tiles 5.9m2	Low, Material not damaged but needing removing	
19/03/2026	4200019	22/04/2026	Removal of kitchen floor tiles 10.38m2	Low, Material not damaged but needing removing	
19/03/2026	58400045	N/A	Shadowvac for lights in kitchen and bathroom	Low, Material not damaged but needing removing	RGE Engineer refused to enter property 26/03 due to condition
20/03/2026	79300029	25/03/2026	Removal of perimeter tiles from Lounge	Low, Material not damaged but needing removing	
24/03/2026	4500156	31/03/2026	KITCHEN FLOOR LIFT 5.45M2	Low, Material not damaged but needing removing	
24/03/2026	81100019	02/04/2026	Loft - need to remove 3 metres of ridge, 4 ridge vents	Low, Material not damaged but needing removing	
25/03/2026	4500059	27/03/2026	LOUNGE PERIMETER FLOOR TILES	Low, Material not damaged but needing removing	
26/03/2026	80300007	30/03/2026	BEDROOM PERIMTER FLOOR TILES	Low, Material not damaged but needing removing	
26/03/2026	84500011	01/04/2026	LOUNGE AND BEDROOM FLOOR TILES	Low, Material not damaged but needing removing	
27/03/2026	18500041	30/04/2026	Shadowvac for install of light fitting	Low, Material not damaged but needing removing	
30/03/2026	78600035	15/04/2026	Removal of kitchen floor tiles 11m2	Low, Material not damaged but needing removing	

Note – asbestos remedials are as of 31/03/26

- All instructed asbestos works are low risk and planned, with no damaged material identified.
- Delays are primarily due to access and property condition issues, alongside a small number of notifiable works awaiting contract progression.

Jobs in WIP	27
Jobs with Apt	21
Jobs to book	3
Notifiable jobs	3

PLANNED WORKS PERFORMANCE

Traditional Planned Works

Workstream	Number instructed Q4	Number instructed less deferrals and cancelled	Number completed at end of Q4	Deferred	Cancelled	Number to complete	% Complete total programme	% Complete total less deferrals and cancelled
<u>Mears</u>								
Kitchens	281	191	142	71	19	49	50.53%	74.35%
Bathrooms	281	197	108	51	33	89	38.43%	54.82%
Front Entrance Door	48	44	43	1	3	1	89.58%	97.73%
Rear Door / Patio Door	62	56	51	0	6	5	82.26%	91.07%
Windows Houses	71	62	57	2	7	5	80.28%	91.94%
Windows Blocks	9	9	1	0	0	8	11.11%	11.11%
Side Door	9	6	2	0	3	4	22.22%	33.33%
Main Entrance Doors	13	13	8	0	0	5	61.54%	61.54%
Flat roofs	22	22	11	0	0	11	50.00%	50.00%
Pitched Roofing Houses	83	82	19	0	1	63	22.89%	23.17%
Pitched Roofing Blocks	4	4	0	0	0	4	0.00%	0.00%
<u>RGE Services</u>								
Smoke Alarms	263	250	179	0	13	71	68.06%	71.60%
CO detectors	405	367	239	0	38	128	59.01%	65.12%
Rewire	37	37	33	0	0	4	89.19%	89.19%
Gateways	1103	926	610	0	177	316	55.30%	65.87%
PIR Domestic	804	734	642	0	70	92	79.85%	87.47%
PIR Communal	6	6	4	0	0	2	66.67%	66.67%
<u>Sureserve Compliance</u>								
Boilers	497	458	377	23	16	81	75.86%	82.31%
Total	3998	3464	2526	148	386	938		
Total %			72.92%	3.70%	9.65%	27.08%		

- Overall delivery: Of 3,998 works instructed, 3,464 remain live once deferrals (148) and cancellations (386) are removed; 2,526 have been completed, equating to 63.2% against total programme and 72.9% against live, achievable scope, meaning headline figures understate delivery performance.
- Key distortion factors: Lower headline completion rates are primarily driven by deferrals, cancellations, late mobilisation, and persistent access issues, rather than contractor underperformance on live works.
- Mears – kitchens and bathrooms: Completion improves materially when measured against live scope, with kitchens at 74.4% and bathrooms at 54.8%. Lower overall performance reflects labour constraints reducing active scope, not stalled progress on live properties.
- Mears – doors and windows: Strong performance across most programmes, with front entrance doors (97.7%), rear/patio doors (91.1%), and windows to houses (91.9%) complete against live works, despite additional referrals increasing scope.
- Mears – roofing risk: Roofing is the main delivery concern, with pitched roofs to houses at 23.2%, blocks at 0% (pending S20), and flat roofs at 50%, reflecting late starts, access issues, and earlier commercial constraints.
- RGE Services: Adjusted completion rates are consistently strong, particularly rewires (89.2%) and PIR Domestic (87.5%); remaining works across smoke alarms, CO detectors, and gateways are predominantly constrained by historic access issues.
- Sureserve Compliance: Boiler replacements are 82.3% complete against live scope, with the remaining backlog largely attributable to access limitations rather than delivery capacity.

KNOWING OUR STOCK

(ASSET MANAGEMENT)

Stock Surveys

SURVEYS COMPLETED - HRA															
Survey Type	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Total	Target	% Complete
Decency Survey - Number of Properties	6	18	18	11	13	18	9	27	10	33	19	31	213	350	61%
HHSRS - Number of Properties	57	122	125	53	65	65	61	317	96	144	52	80	1237	1200	103%
EPC	15	18	13	13	17	5	28	15	23	27	5	26	205	250	82%
Stock Condition Survey	61	117	120	52	55	53	60	295	83	103	36	49	1084	1200	90%
Total:	139	275	276	129	150	141	158	654	212	307	112	186	2739		

- The service completed 435 stock condition surveys in Q4 at an average of 188 per month for the quarter and 90 per month year to date. A total of 1084 (35.76% of the stock) stock condition surveys completed for the year.
- EPC surveys have commenced again from 1st April 26 now that the HRA's Retrofit Coordinator has the correct competencies and accreditations. These will accelerate as they become more experienced.
- 2768 (91.11%) of the stock has been visited either a void, SCS or Decency Survey in the last 5 years.

Key actions implemented

- Medway have two Stock Condition Surveyors.
- New Asset system being procured.

SCS - Domestic Properties	Current Position	
	Number	% of Stock
Description		
Properties with a SCS completed	3031	99.77%
Properties with cloned data	7	0.23%
Valid SCS within last 5 years	2291	75.41%
Properties without Valid SCS but had a Decency Survey in last 5 years	401	13.20%
Properties without Valid SCS and no Decency Survey but has been void in last 5 years	76	2.50%
Sub Total: Properties Visited in last 5 Years	2768	91.11%
On Programme to have full SCS in 2025/26	749	24.65%
Sub Total: Properties to be Visited in 2025/26	749	24.65%
Total Stock	3038	

Energy

								HRA ONLY	HRA ONLY	HRA ONLY	HRA ONLY	HRA ONLY
EPC Rating	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26
A	0	0	0	0	0	0	0	0	0	0	0	0
B	149	148	148	147	156	157	157	151	151	150	150	149
C	2164	2165	2164	2170	2170	2168	2167	2139	2140	2141	2142	2142
D	731	731	730	732	734	733	735	721	720	720	716	718
E	12	12	12	12	12	12	12	12	12	12	12	12
F	2	2	2	2	2	2	2	2	2	2	2	2
G	1	1	1	1	1	1	1	1	1	1	1	1
Total EPC	3059	3059	3057	3064	3075	3073	3074	3026	3026	3026	3023	3024
Valid EPC	2920	2912	2912	2896	2901	2891	2908	2868	2868	2872	2856	2851
Non Valid EPC	139	147	145	168	174	182	166	158	158	154	167	173
No EPC	20	20	18	16	15	13	13	13	13	15	15	14
Properties	3079	3079	3075	3080	3090	3086	3087	3039	3039	3041	3038	3038

- The average SAP score is 71.42 which is EPC.
- 99.54% of Medway stock has an EPC.
- 93.84% of Medway stock has a valid EPC within 10 years.
- 88 Cavity Wall properties have had works completed under Social Housing Decarbonation Fund.
- Further 20 Solid Wall properties to have works done under SHDF.

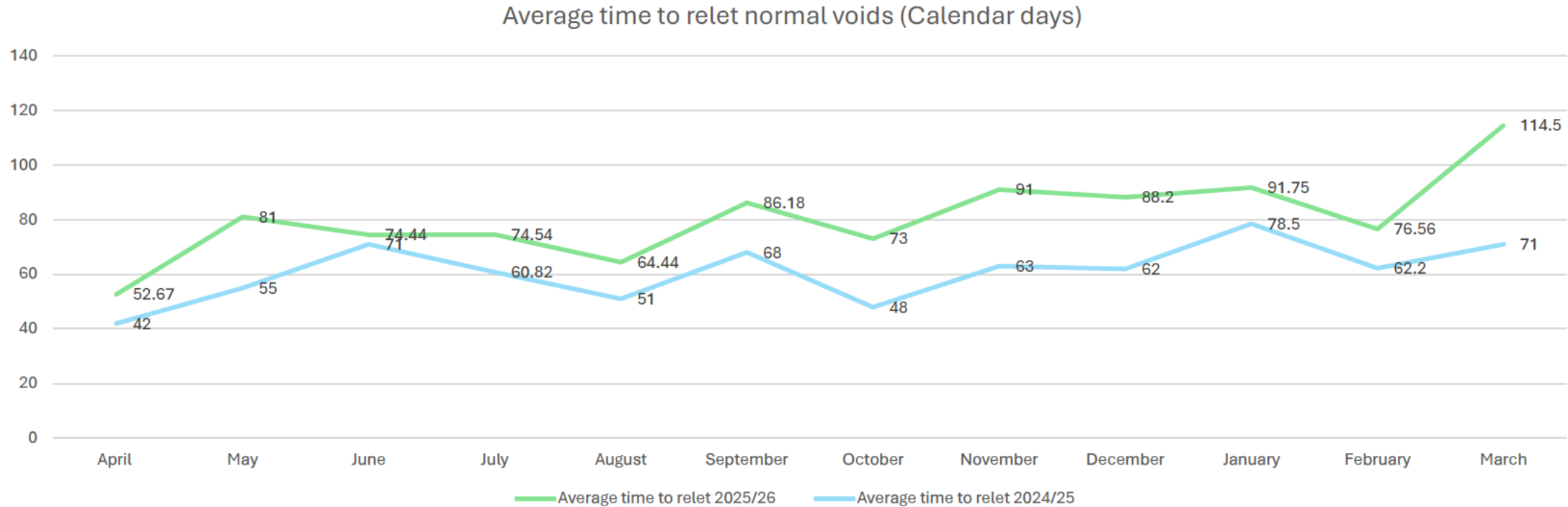
Key actions implemented:

- Inhouse Retrofit Coordinator appointed with EPC Assessor qualification to conduct EPC surveys to remaining properties. No longer outsourcing EPC Surveys which will drive savings.

EPC Rating	Number	% - Total Stock	% of Stock with EPC
A	0	0.00%	0.00%
B	149	4.90%	4.93%
C	2142	70.51%	70.83%
D	718	23.63%	23.74%
E	12	0.39%	0.40%
F	2	0.07%	0.07%
G	1	0.03%	0.03%
Total EPC	3024	99.54%	100.00%
Valid EPC	2851	93.84%	
Non Valid EPC	173	5.69%	
No EPC	14	0.46%	
Properties	3038		

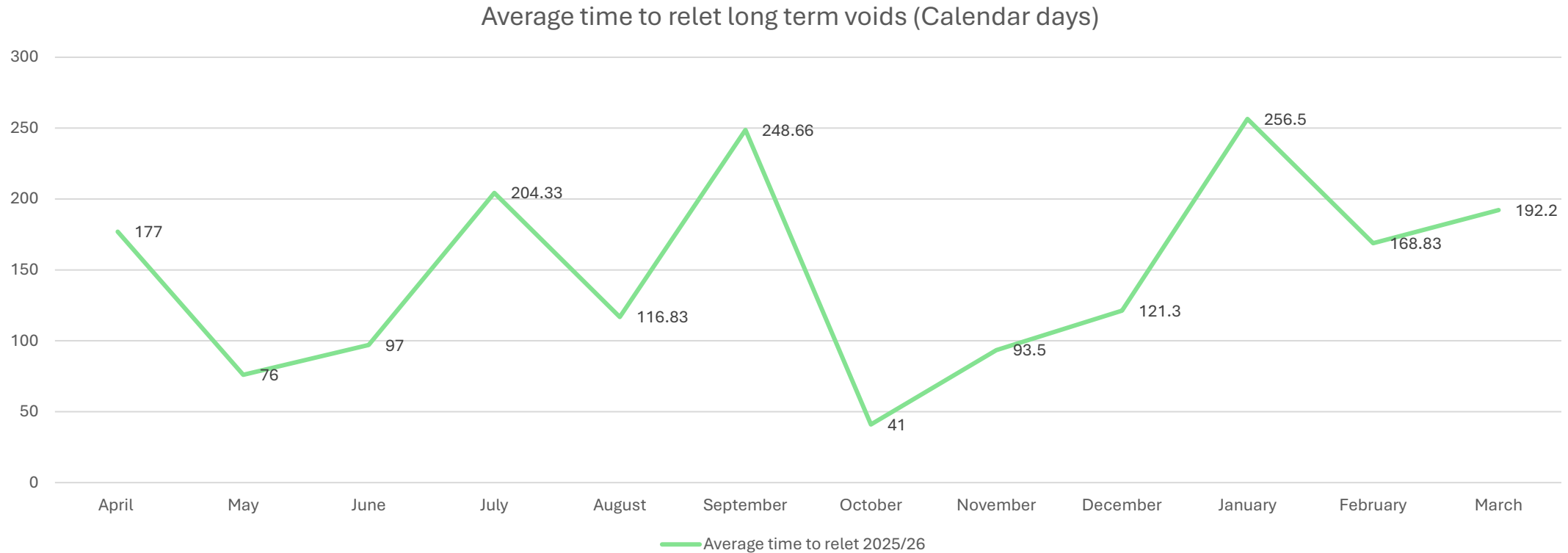
VOIDS

Void Turnaround – Standard voids



- The service saw a month on month increase in void re-let times during Q3.
- This resulted in the end of quarter position being higher to the previous year.
- Discussions are being had with Mears about reviewing the void standard to include decs and flooring.
- Multi-person viewings to take place to try and demand to take the properties.
- Internal review is taking place to report standard and long-term voids separately and understand where the blockages are.
- Voids to be discussed in more detail at Mears Strategic Core Group meeting on 12/01/26.
- Officers and Mears are also in the process of reviewing the entire voids process to try and streamline sign offs and invoicing.
- The service moved from medium to lower quartile from September to December.

Void Turnaround – Long term voids



- The service saw a drop from Q2 and an increase in void re-let times through the Q period.
- Discussions are being had with Mears about reviewing the void standard to include decs and flooring.
- LTV's reasons inc utility works, environmental works (bed bugs), clearance works and needle sweep, structural works and rewiring
- Planned works were completed in all LTV voids that form December's figure.
- Weekly meetings are held with Mears to discuss void performance and explore opportunities to reduce turnaround times.

Voids

<u>Mar-26</u>	NUMBER OF VOIDS CLOSED IN MONTH	MEARS - CALENDER DAYS - Number of Days that Mears have had the Void	MEARS - WORKING DAYS - Number of Days that Mears have had the keys	TENANCY - CALENDER DAYS - Number of Days that Tenancy have had the keys	TENANCY - WORKING DAYS - Number of Days that Tenancy have had the keys	DAYS OPEN - VOID START DATE UNTIL TENACY START DATE
10 DAY VOID	8	67.9	47.4	48.6	34.9	114.5
20 DAY VOID	5	176	122	13.4	10	192.2

<u>2025/26</u>	NUMBER OF VOIDS CLOSED IN MONTH	MEARS - CALENDER DAYS - Number of Days that Mears have had the Void	MEARS - WORKING DAYS - Number of Days that Mears have had the keys	TENANCY - CALENDER DAYS - Number of Days that Tenancy have had the keys	TENANCY - WORKING DAYS - Number of Days that Tenancy have had the keys	DAYS OPEN - VOID START DATE UNTIL TENACY START DATE
10 DAY VOID	120	39.9	27.6	38.9	27.5	78.4
20 DAY VOID	46	162.5	112.8	28.3	20.3	194.6

<u>2025-26 excluding 111 Upper Luton Road</u>	NUMBER OF VOIDS CLOSED IN MONTH	MEARS - CALENDER DAYS - Number of Days that Mears have had the Void	MEARS - WORKING DAYS - Number of Days that Mears have had the keys	TENANCY - CALENDER DAYS - Number of Days that Tenancy have had the keys	TENANCY - WORKING DAYS - Number of Days that Tenancy have had the keys	DAYS OPEN - VOID START DATE UNTIL TENACY START DATE
10 DAY VOID	120	39.9	27.6	38.9	27.5	78.4
20 DAY VOID	44	127	87.8	28.7	20.5	158.9

INTERVENTIONS AND ANALYSIS

- 164 voids were closed during 2025/26, including 120 ten-day voids and 44 twenty-day voids.
- Ten-day voids averaged 78.4 days end-to-end, indicating performance well above the intended 10-day turnaround.
- For ten-day voids, time was evenly split between Mears and Tenancy, at 39.9 and 38.9 calendar days respectively.
- Twenty-day voids averaged 158.9 days end-to-end, equating to just over five months per property.
- Mears remained the dominant source of delay on twenty-day voids, averaging 127 calendar days (87.8 working days).
- Tenancy times were consistent across the year, averaging 28.7 calendar days (20.5 working days) for twenty-day voids.
- Excluding 111 Upper Luton Road improved average twenty-day void performance by around 36 days, demonstrating the significant impact of individual outlier properties on annual results.

Voids

- Weekly meetings are held with Mears to discuss void performance and explore opportunities to reduce turnaround times. Voids are also discussed with Mears Managing Director regularly, at quarterly strategic core group meetings.
- The service is looking to use NEC for void reporting for 2026/27.
- 250 properties were void in 2025/26 compared to 203 in 2024/25 - 23.15% increase.
- Weekly void rent loss now being calculated and requested back from Mears as stipulated in the new contract – circa £216.28 will claim for Q4 (**subject to final checks and agreement with Mears**).
- Enhanced void spec to conform with Decent Homes 2.0 is being piloted.

Voids 2024/25

<u>2024/25</u>	<u>VOIDS</u>	<u>DIFF TO AVG</u>	<u>% DIFF</u>
Apr-24	14	-3	-17%
May-24	19	2	12%
Jun-24	19	2	12%
Jul-24	19	2	12%
Aug-24	12	-5	-29%
Sep-24	16	-1	-5%
Oct-24	28	11	66%
Nov-24	26	9	54%
Dec-24	8	-9	-53%
Jan-25	12	-5	-29%
Feb-25	9	-8	-47%
Mar-25	21	4	24%
Grand Total	203	17	

Total 2025/26 rent loss reimbursement from Mears

Month	Voids applicable to rent loss	Rent Loss total
Q1	24	£ 4,714.87
Q2	44	£ 21,132.73
Q3	18	£ 5,934.89
Q4	3	£ 216.28
Grand Total	89	£ 31,998.77

Voids 2025/26

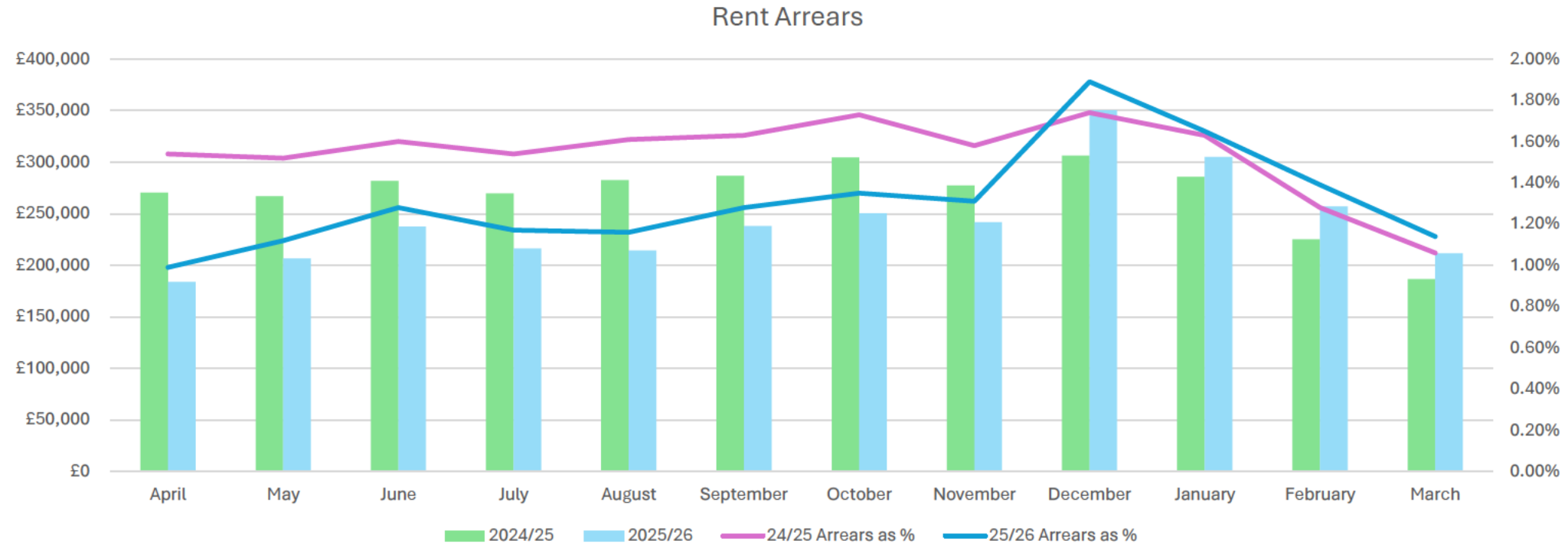
<u>2025/26</u>	<u>VOIDS</u>	<u>DIFF TO AVG</u>	<u>% DIFF</u>
Apr-25	21	0	1%
May-25	23	2	10%
Jun-25	10	-11	-52%
Jul-25	26	5	25%
Aug-25	20	-1	-4%
Sep-25	24	3	15%
Oct-25	12	-9	-42%
Nov-25	16	-5	-23%
Dec-25	25	4	20%
Jan-26	43	22	106%
Feb-26	17	-4	-18%
Mar-26	13	-8	-38%
Grand Total	250	21	

Potential Q4 void rent loss reimbursement from Mears

Month	Voids applicable to rent loss	Rent Loss total
Jan	2	£ 117.30
Feb	1	£ 98.99
March	Not Calculated Yet	Not Calculated Yet
Grand Total	3	£ 216.28

TENANT SERVICES TEAM

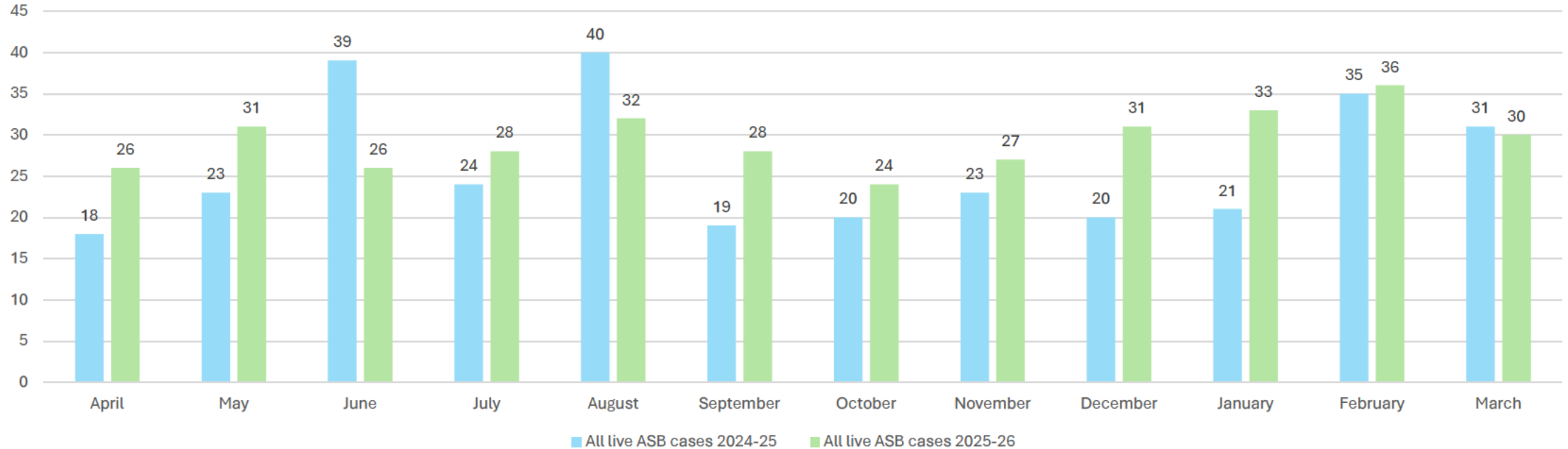
Rent Arrears



- Current arrears levels at end of Q4 are at 1.14% compared to 1.06% at the same point last year.
- An Increasing number of HRA tenants are being migrated from HB to UC which may result in an increase going forward, though we are working with the revenues and benefits team to minimise the impact.
- UC claims at the end of Q4 – 1602 (approx. 53% of HRA tenancies).
- Tenancy sustainment supported the financial generation of £96,835.55 paid directly into rent accounts. This includes payments for PIP/UC appeals, DHPs and underpaid benefits.
- Tenancy sustainment also supported tenants with Household Support Grant of £56,143 over the year.

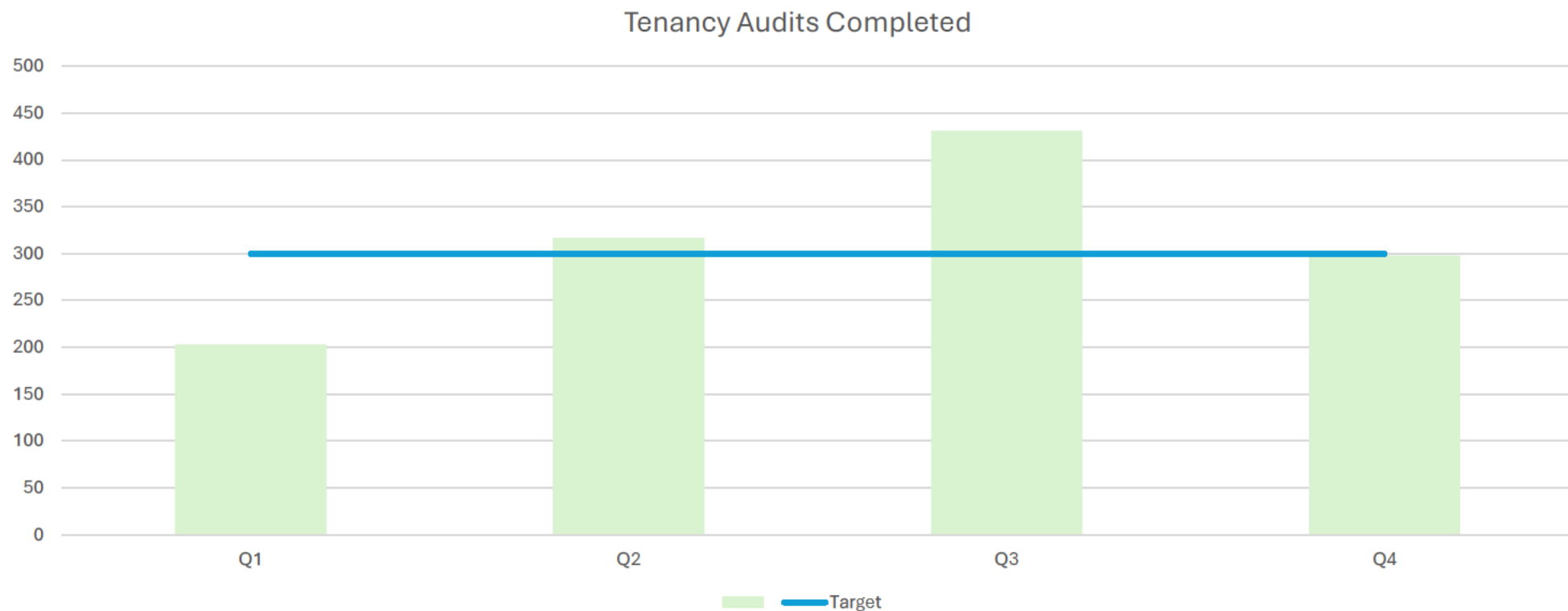
Anti-Social Behaviour (ASB)

Current live ASB cases



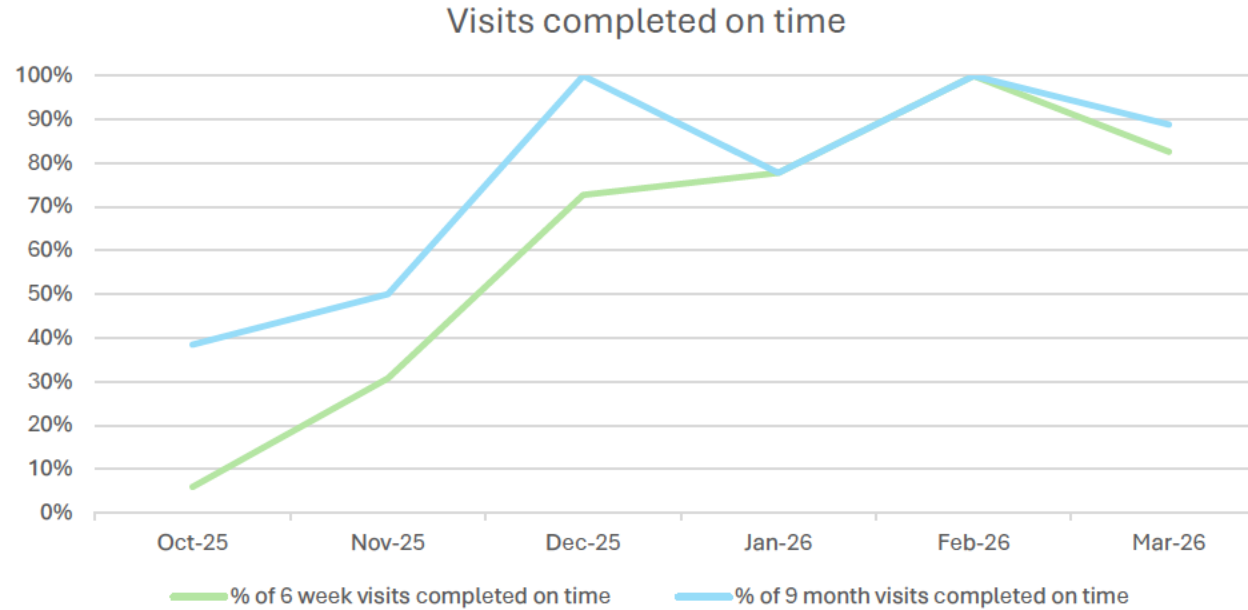
- 12 new ASB cases have been opened during Q4
- Primary reasons for live ASB cases:
 - Noise Nuisance 40%.
 - Drug use/dealing 22%.
 - Drunk/rowdy behaviour 14%.
- 9 cases have been closed during Q4.
- There were 2 hate crime cases in Q4.
- 1 case closure survey has been completed following the closure of cases.
- ASB action plans and risk assessments completed for all live cases.
- New system React is now live and being used to manage all cases. DA cases now logged on ReACT to capture but will be separated from general reporting.

Tenancy Audits



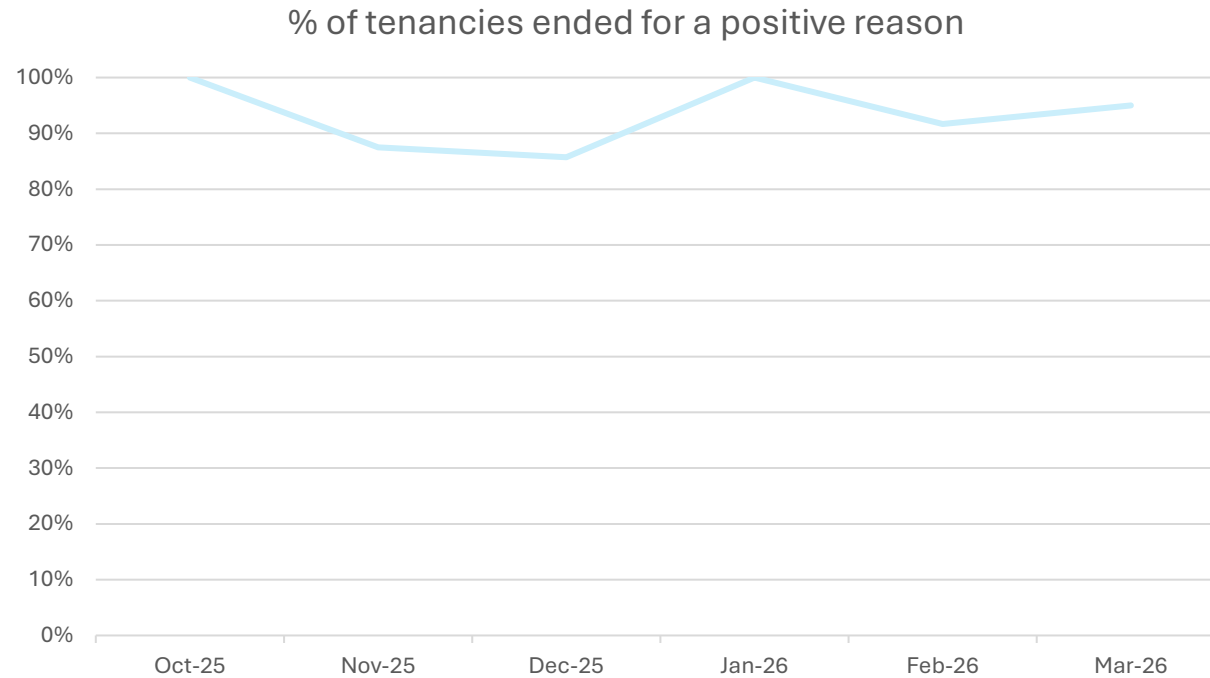
- During quarter 4 a total of 431 tenancy audits were carried out by the Tenancy Team, Income Team and HFIL Team.
- Total of 1249 completed since April 2025.
- Information on the audits has been included in Housing matters and via social media.

Tenancy Visits



Visits completed on time	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26
6 week visits due	17	13	11	9	18	23
6 week visits completed on time	1	4	8	7	18	19
% of 6 week visits completed on time	6%	31%	73%	78%	100%	83%
Visits completed on time	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26
9 month visits due	13	6	3	9	11	9
9 month visits completed on time	5	3	3	7	11	8
% of 9 month visits completed on time	38%	50%	100%	78%	100%	89%

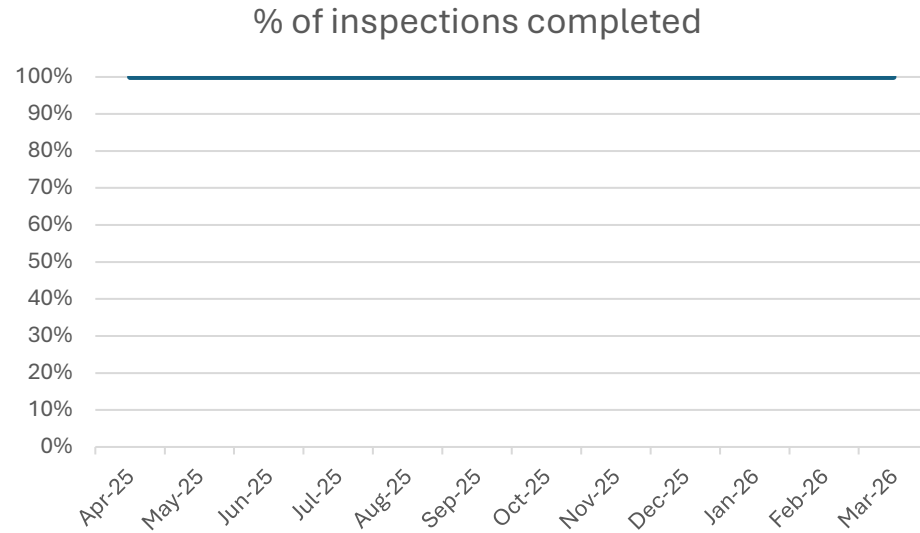
Tenancy End Reasons



Row Labels	Count of Tenancy Number
Deceased	22
Transfer	13
Move to HA Property	12
Into Care	4
Buying Under RTB	3
Mutual Exchange	3
To Relatives	2
Evicted	1
Eviction Arrears	1
Management Transfer	1
Move to Other LA	1
Notice	1
Rented Property	1
Unknown	1
Use and Occupation Ended	1
Grand Total	67

- The team aim to support households to sustain successful tenancies.
- During quarter 4 a total of 67 tenancies were ended.
- The end reasons are monitored to ensure that tenancies that are ended for negative reasons (such as evictions) are a last resort.

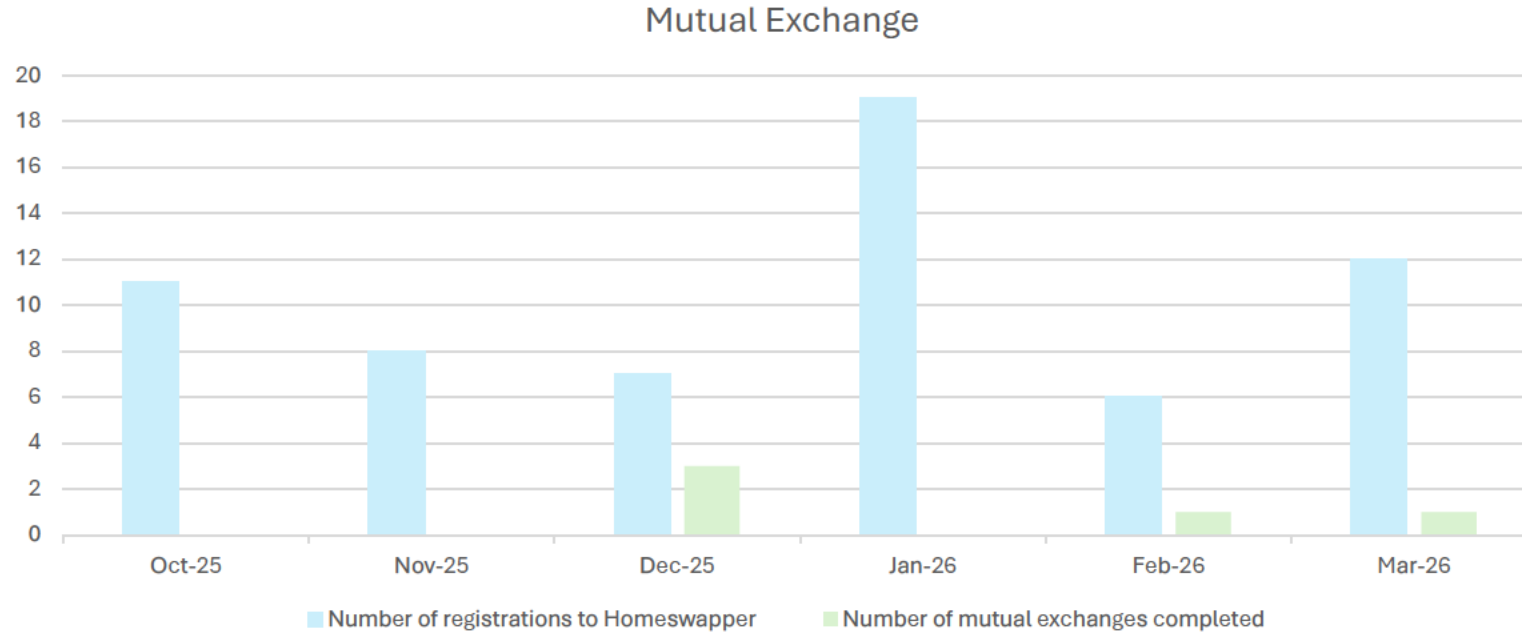
Estate Inspections



- Our estate services are mainly for residents that live in blocks of flats or large shared buildings. These services aim to improve the condition of housing estates for our residents. We monitor our standards with estate inspections.
- During Q4 a total of 21 inspections were carried out 6 were rated as green, 15 as amber and 0 were red.

[illegible]

Mutual Exchange



- A mutual exchange is when you swap your council home with a tenant from another council or housing association.
- A total of 37 new registrations to Homeswapper for Medway Council tenants in Q4, an increase from Q3 (26).
- During Q4, 2 mutual exchanges were completed, 100% of which were within the 42-day target.

Resident Engagement

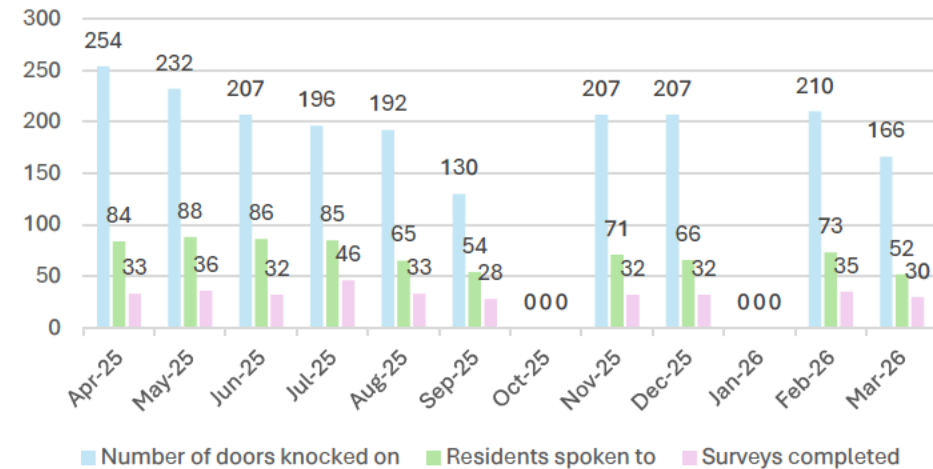
Highlights from Q4:

- Surgeries 3 events with 54 total attendees.
- Singer at schemes.
- Team at MP's Housing Summit.
- Support for world book day.
- Tenant Panel Meeting.
- Tenant Contact Programme initiative.

Big Door Knocks initiative: Q4 2026

- 2 Events.
- 376 doors knocked.
- 125 tenants spoken to.
- 65 surveys completed.
- Information collected – preferred methods of contact, community improvement ideas, household vulnerability, how to make a complaint, outstanding repairs and whether damp and mould is present.

Big Door Knock Engagement



Big Door Knocks initiative – year end

- 10 Events.
- 2001 doors knocked.
- 724 tenants spoken to.
- 337 surveys completed.

KNOWING OUR RESIDENTS

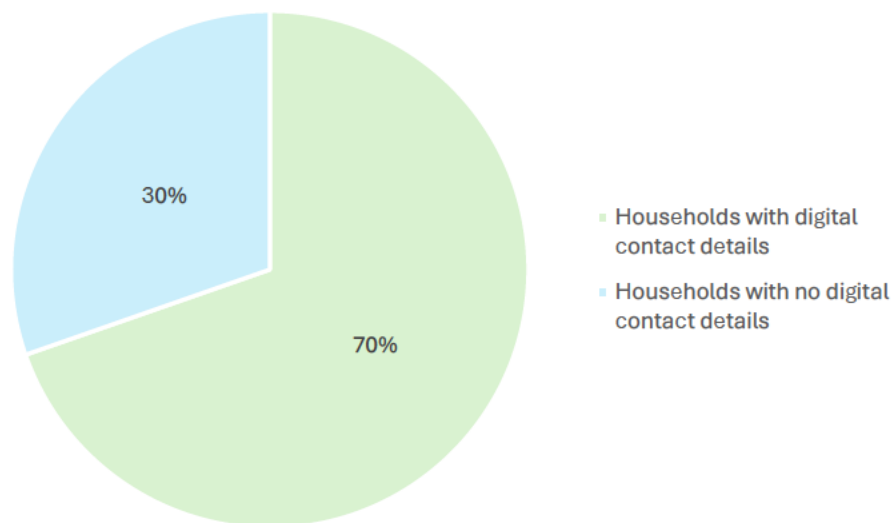
Knowing our residents

Highlights from Q4:

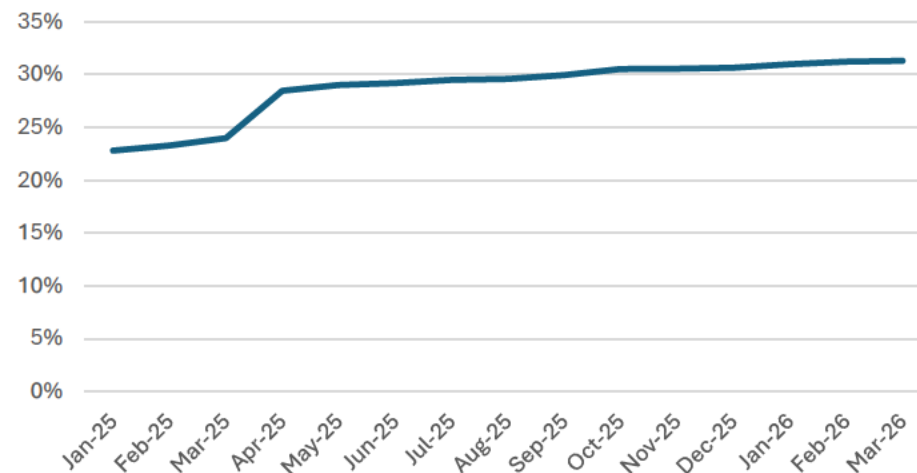
Over the past year, the team have been working on knowing our residents better, by collecting and making better use of data.

This allows us to deliver services in ways that suits our customers and ensures that resources are targeted.

During Q3, reliable data enabled us to deliver winter warmer packs to those who needed them most.



% of households with known Ethnicity



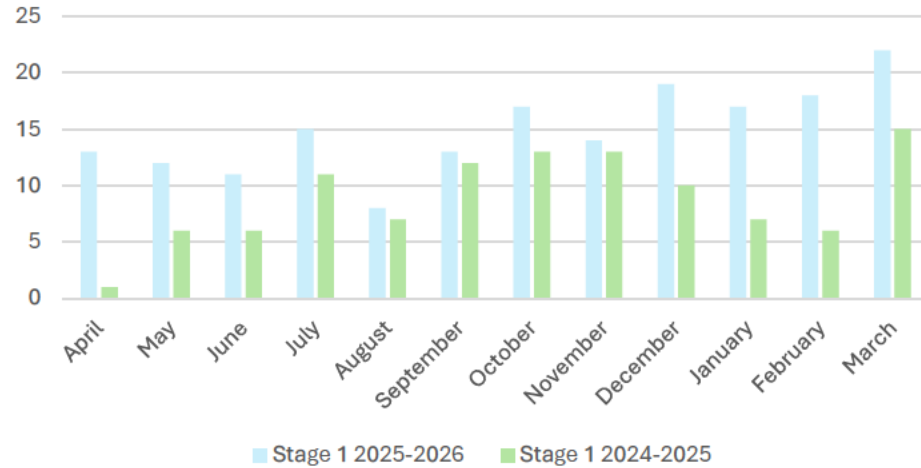
Person Attributes

Category	Year end 24/25	Q1	Q2	Q3	Q4
Accessibility	1352	1511	2186	3060	3766
Health	41	110	296	582	814
Resident Caution Notice	30	34	36	39	41
Resident Engagement	n/a	0	0	0	7
Tenant Health and Safety considerations	n/a	0	0	0	1
Total lines	1423	1655	2518	3681	4629
Unique households	774	839	1043	1378	1563
% of all households	26%	28%	34%	45%	52%

CUSTOMER INSIGHT

Complaints - analysis

Stage 1 complaints received



Stage 1

Estate Services – 0

Themes: N/A.

Income – 1

Themes: Unhappy with rent audit.

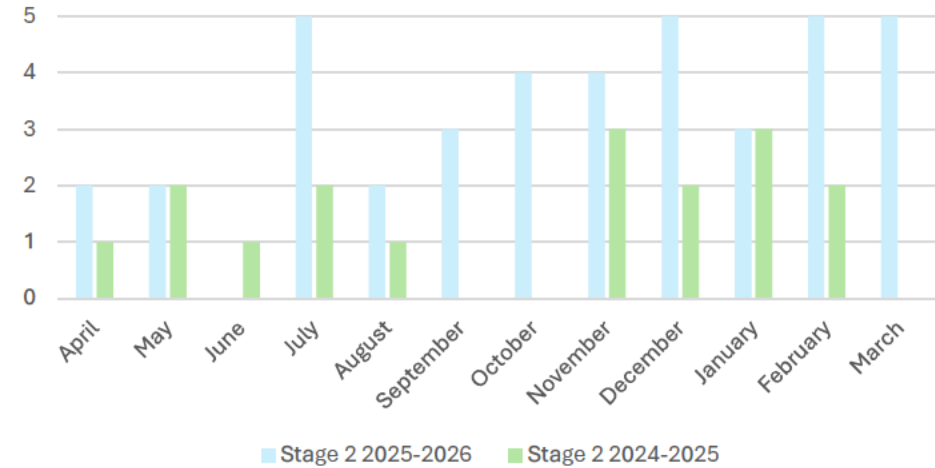
Repairs – 49

Themes: Service not meeting the customers' expectations or not provided, poor communication.

Tenancy – 8

Themes: Poor communication and service did not meet resident expectations.

Stage 2 complaints received



Stage 2

Estate Services – 0

Themes: N/A.

Repairs – 11

Themes: Works not completed or reported several times before actioned.

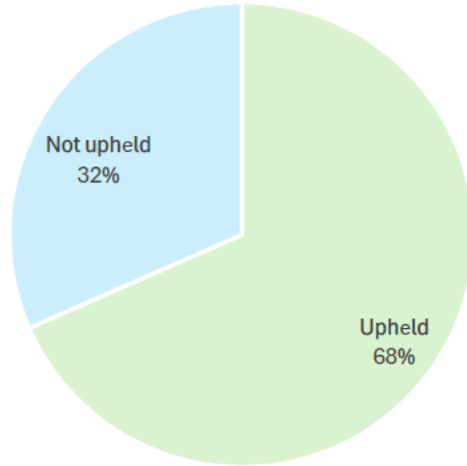
Tenancy and Income – 3

Themes: Unhappy with a decision made by the Council, poor communication.

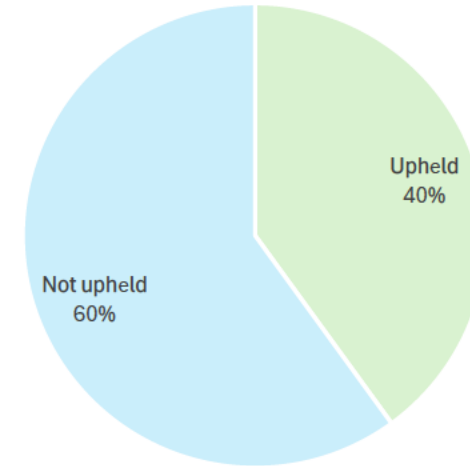
Ombudsman - 2

Complaints - outcomes

Stage one outcomes Q4



Stage two outcomes Q4



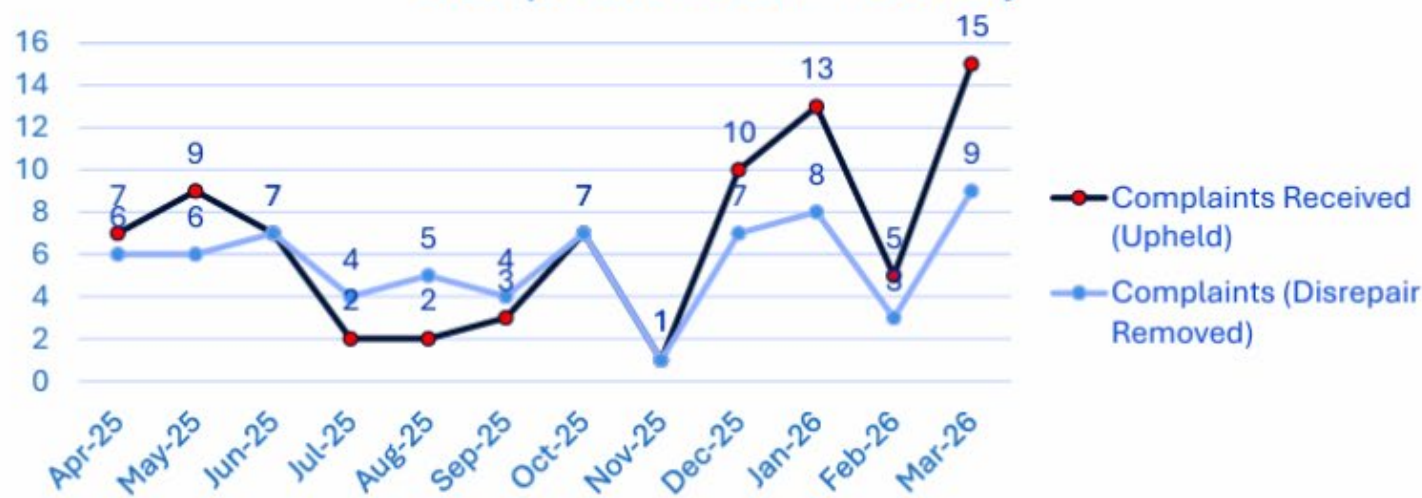
Complaints	Q1	Q2	Q3	Q4
Ombudsman received	3	2	0	2
Financial remedies offered at stage 1	£4814	£2313	£3560	£4385
Financial remedies offered at stage 2	£275	£1775	£3270	£1050
Ombudsman financial remedies	0	0	0	0

- Further development of action tracker means that actions are now part of S1 and S2 template and added onto the weekly "to do" email sent out by Complaints team. This is to make efforts to reduce escalation to S2 and to ensure actions are not forgotten.
- Calls by the HSP apprentice team to several residents who provided feedback in the TSM survey to ensure continuity of service.
- Housing Complaints Policy changes as recommended by Ombudsman signed off in March 26 and is now on the website.

Complaints

Total Complaints April 25 to Date (March End)	
Total Complaints Received	81
Complaint Trend From Previous Month(s)	+5
Average Response Time (Days - SCS)	2
Appointments Carried Out (Service, Repair, Chargeable)	10,931
Percentage Complaints Against Jobs	0.74%
Total Compensation	£3,930

Complaints Trend - Medway



Supporting Narrative & Commentary

- Complaint Trend shows increase in reporting period but with drop in February compared to January and March 2026, December to March increase appears to be disrepair information enquires.
 - March 2026
 - x2 Missed Appointments, x5 Length of time, x7 Disrepair Claims, x1 Service Received.
- Trends for year,
 - 33 Length of Time, 21 Missed Appointments, 19 Disrepair History Requests.