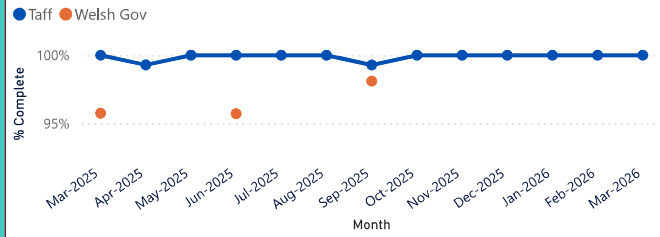


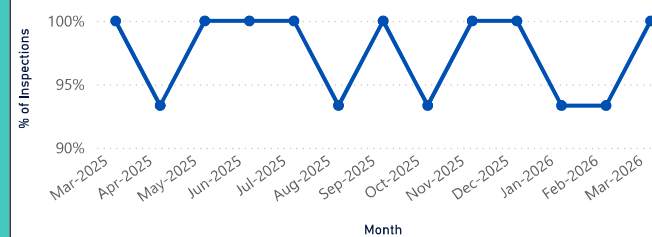
Landlord Compliance - end of March 2026 data for April Board 2026

Fire Risk Assessments



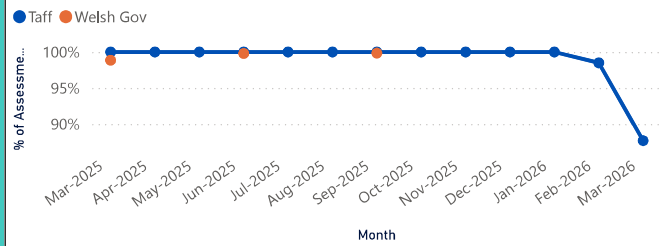
100.00%

LOLER Passenger Lifts



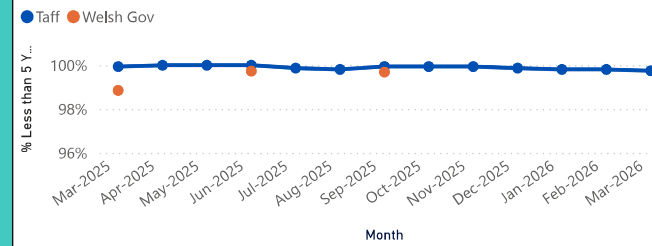
100.00%

Asbestos Re-Assessments



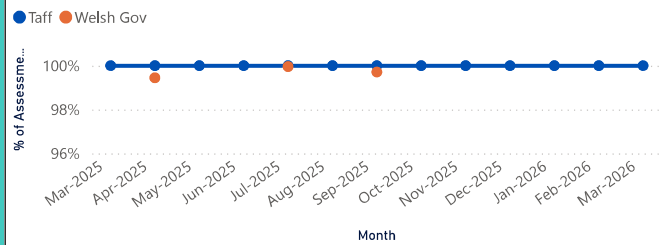
87.69%

Electrical Certificates



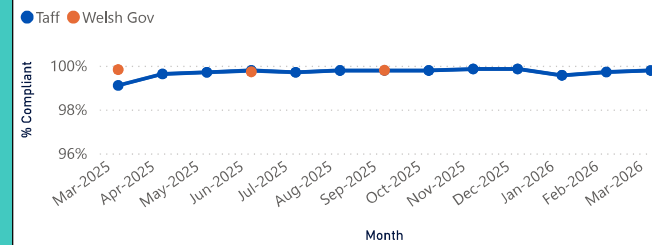
99.75%

Legionella Risk Assessments



100.00%

Domestic Gas Certificates



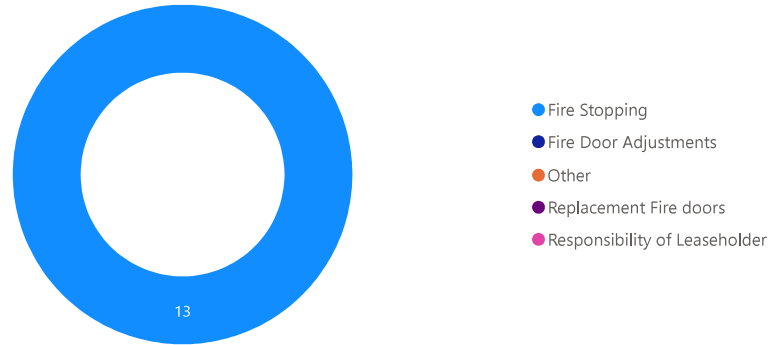
99.78%

Month

- May-2024
- Jun-2024
- Jul-2024
- Aug-2024
- Sep-2024
- Oct-2024
- Nov-2024
- Dec-2024
- Jan-2025
- Feb-2025
- Mar-2025
- Apr-2025
- May-2025

Fire Safety - end of March 2026 data for April Board 2026

Breakdown of Fire Actions



Fire Risk Assessments

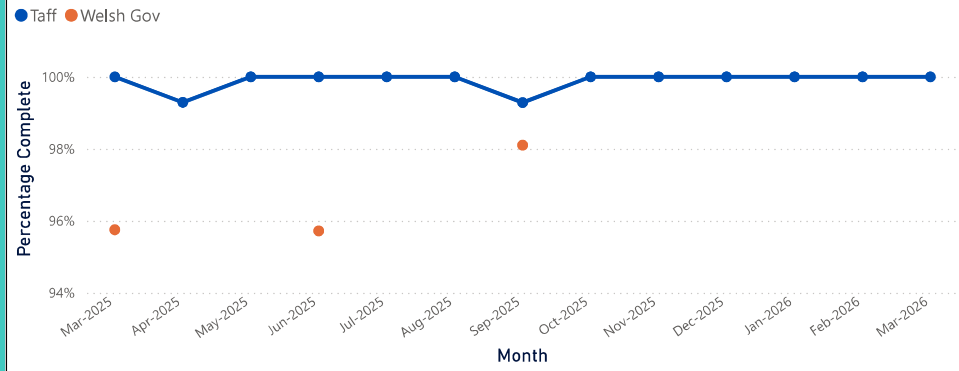
100.00%

FRA Actions Overdue

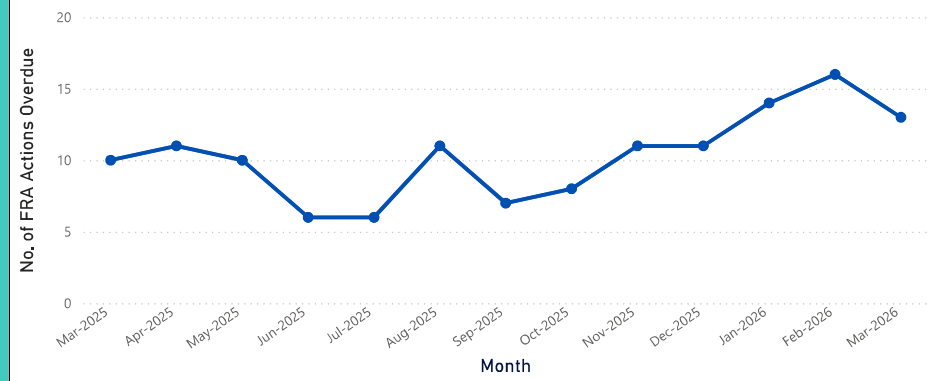
Medium Risk

13

Fire Risk Assessments



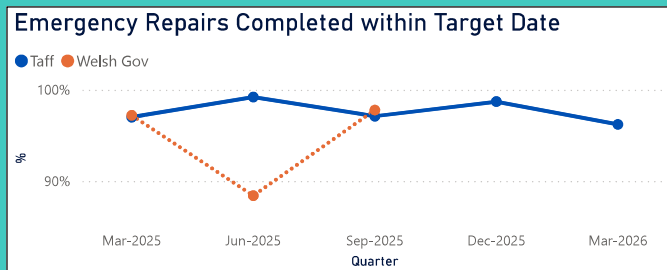
Fire Overdue Actions Trend



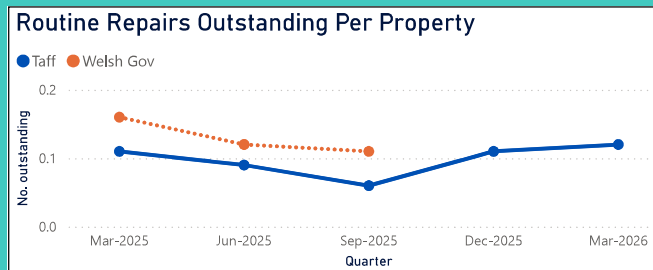
Month, Year

- May-2024
- Jun-2024
- Jul-2024
- Aug-2024
- Sep-2024
- Oct-2024
- Nov-2024
- Dec-2024
- Jan-2025
- Feb-2025
- Mar-2025
- Apr-2025
- May-2025

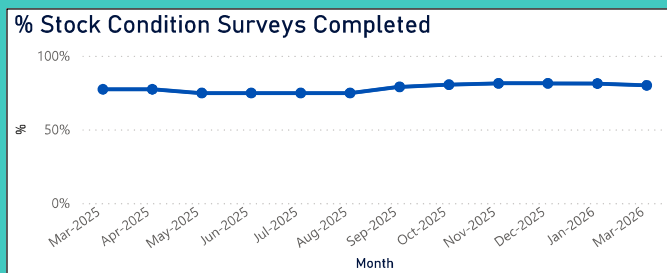
Property - end of March 2026 data for April Board 2026



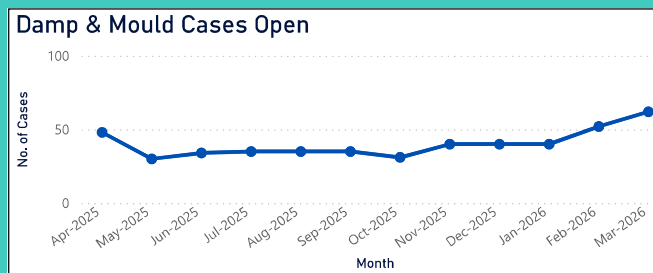
96.2%



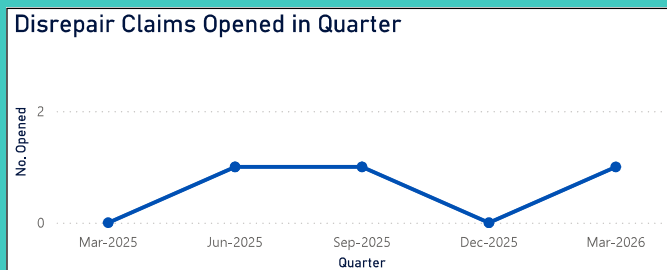
0.12



79.90%



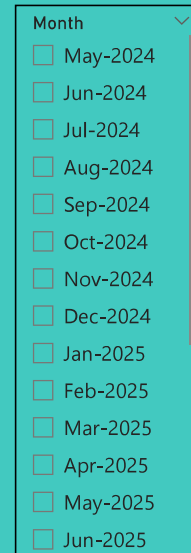
62



1



3

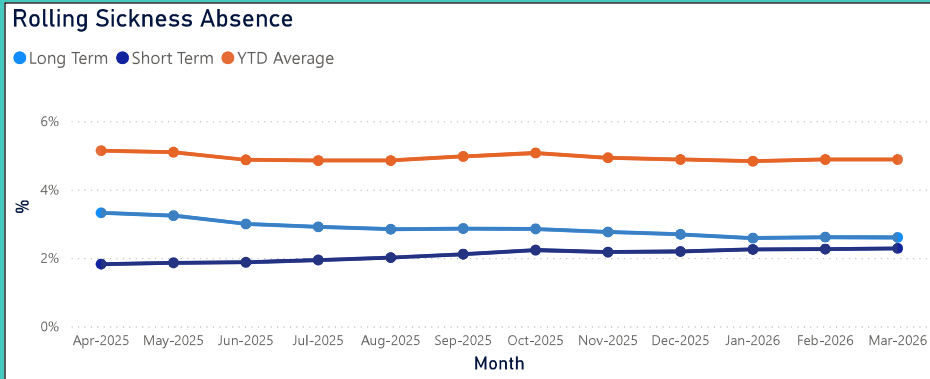


Provide safe & secure, warm homes

Delivering an excellent customer experience

S11 Failure to invest adequately in existing homes and properties

People Services - end of March 2026 data for April Board 2026



Rolling Total

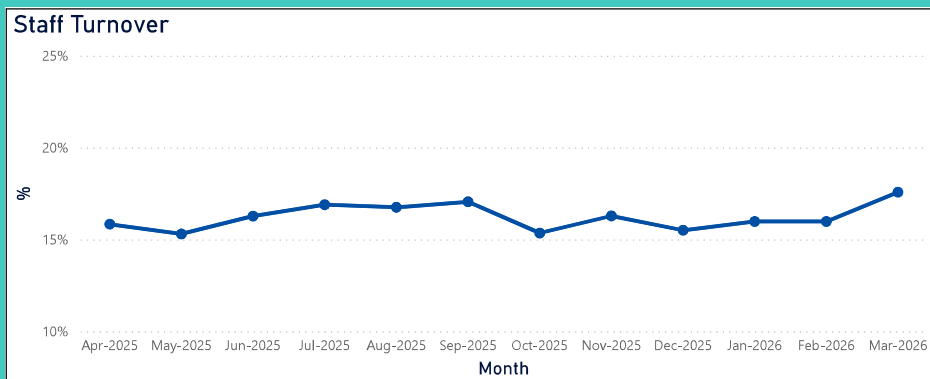
4.88%

Rolling Short Term

2.28%

Rolling Long Term

2.60%

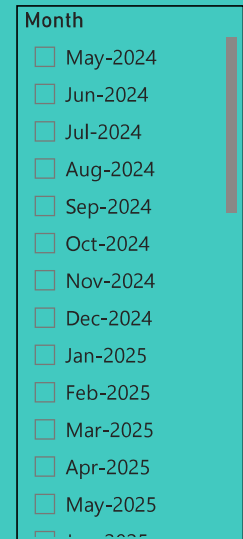


Rolling Annual Turnover

17.57%

Rolling No. of Leavers

34

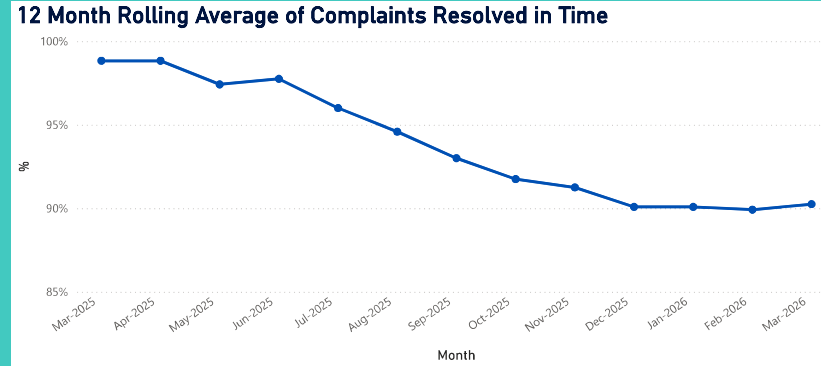


S10 Failure to create a positive and inclusive, customer focused culture

Complaints - end of March 2026 data for April Board 2026

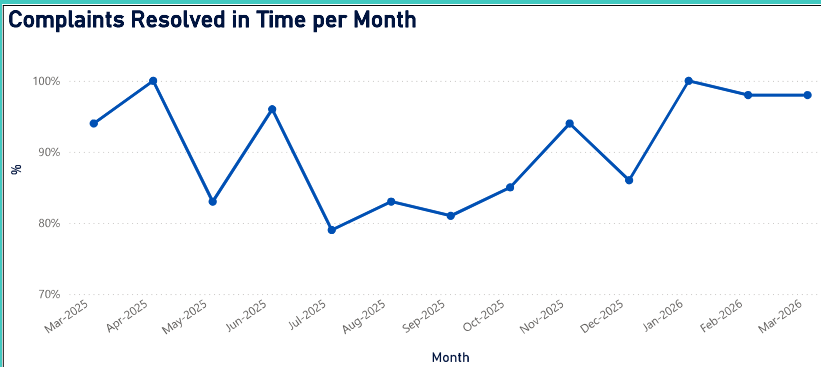
12 Month Rolling Average
Complaints Resolved in
Time

90%



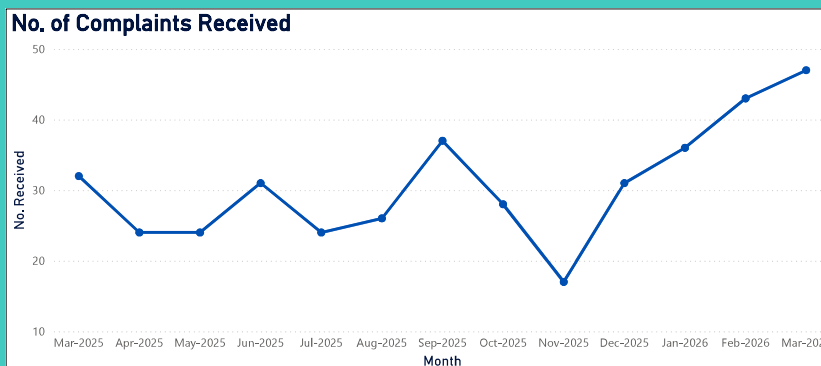
Complaints Resolved in
Time

98%

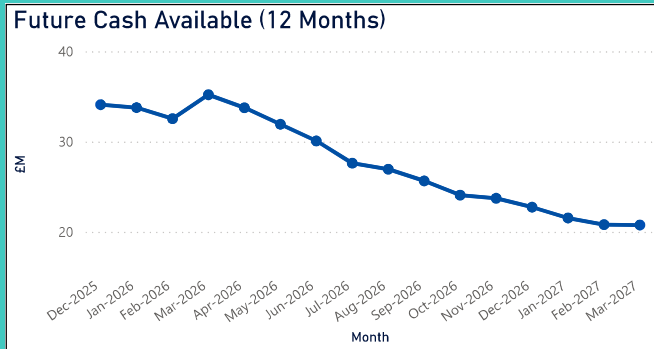


Complaints Received

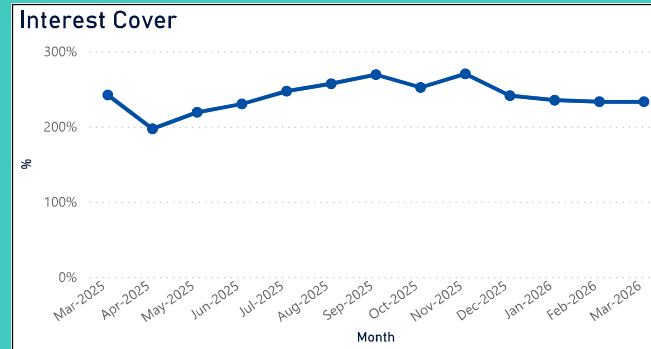
47



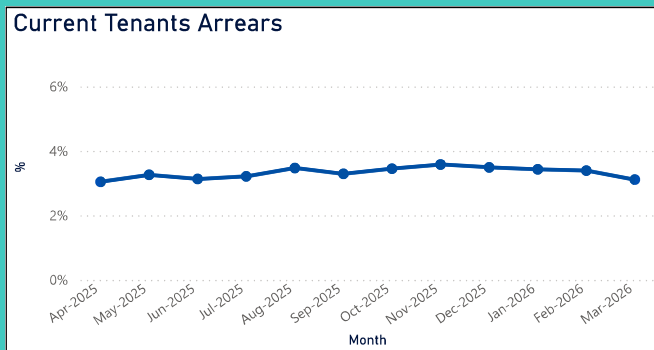
Finance - end of March 2026 data for April Board 2026



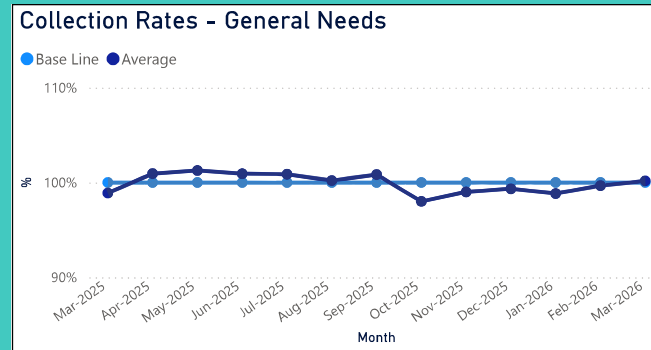
£34.087M



233%



3.11%



100.17%

