

HOUSING SERVICES REPORT

ALLOCATIONS / LETTINGS

(Period: March - June 2026)

Allocations/Lettings	5
Mutual Exchanges	0

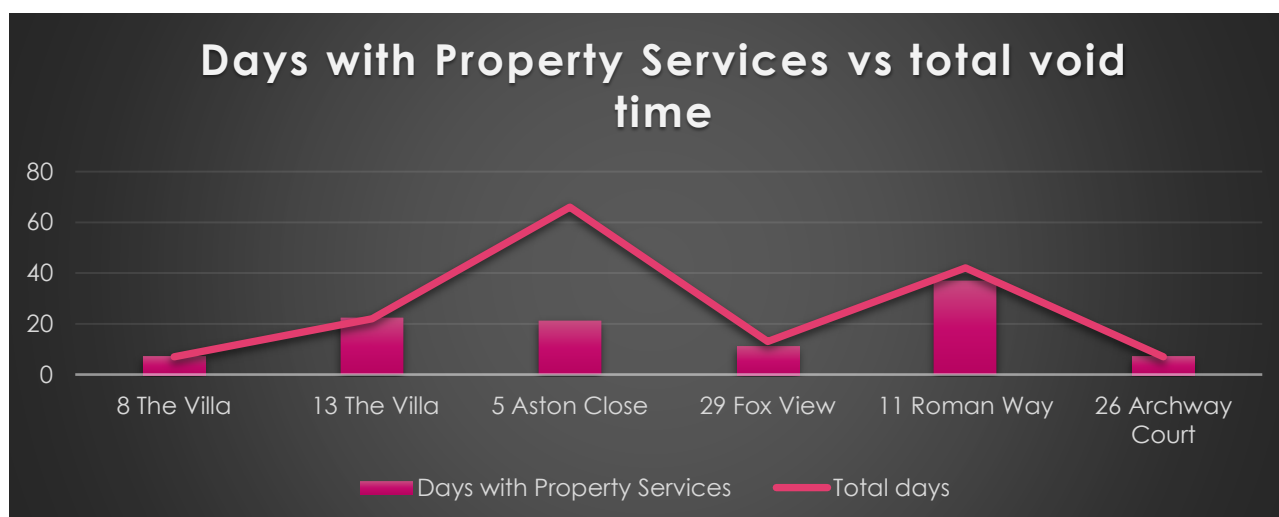
Benchmarking = Acuity
small housing providers
(max 2500 properties)

Local letting plans – Miners Walk (Cinderford) / Hillcrest Road (Coleford)

Sensitive let – 19 and 24 Miners Walk

VOIDS (Completed period: March - June 2026)

Road	Area	Start Date	End Date	Services	Days with Property	Extra days with Housing Services	Total days	Cost
8 The Villa	Cinderford	01/06/2026	Ongoing		7		7	
13 The Villa	Cinderford	18/05/2026	Ongoing		22		22	
5 Aston Close	BerryHill	13/04/2026	07/06/2026		21	45	66	£810
29 Fox View	Lydney	11/05/2026	24/05/2026		11	2	13	£243
11 Roman Way	Littledean	09/03/2026	19/04/2026		37	5	42	£14,244
26 Archway Court	Mitcheldean	01/06/2026	Ongoing		7		7	
The Villa					2			
Aston Close					1			
Fox View					1			
Roman Way					1			
Archway Court					1			
				Average	18	17	26	£5,099



Target relet time: 28 days - Average relet time: 26 days (previously 13 days)

Average re-let time (Benchmark): 32 days

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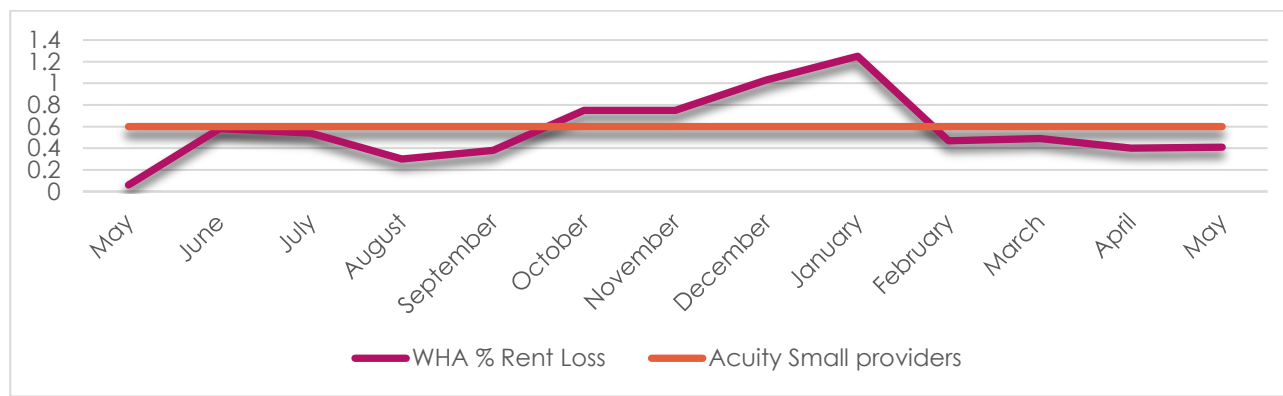
Average cost per void: £5099 (previously £1677)

Long term void properties: Woodside House / Roxy House (2)

VOID LOSS PERCENTAGE

Period	% Rent Loss through empty properties
May	0.06
June	0.58
July	0.54
August	0.30
September	0.38
October	0.75
November	0.75
December	1.03
January	1.25
February	0.47
March	0.49
April	0.40
May	0.41

Void Loss Percentage (Benchmark): 0.60

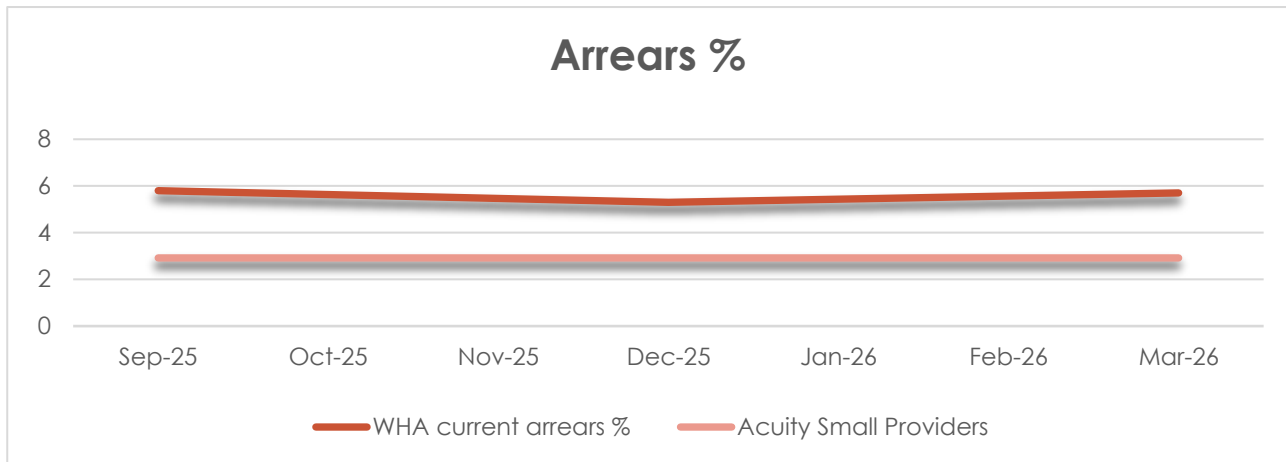


ARREARS (Period as of 9 June 2026)

Total Annual Charges	£2,914,148.76	As a % of Annual Charges	Previous board meeting	As a % of Annual Charges
Current Tenant Arrears	£161,779.16	5.6	£159,158.15	5.7
Former Tenant Arrears	£29,251.49	1.0	£28,557.10	1.0
Total Arrears	£191,030.65	6.6	£187,715.25	6.8

Current Tenant Arrears (Benchmark): 2.92%

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ANALYSIS OF ARREARS

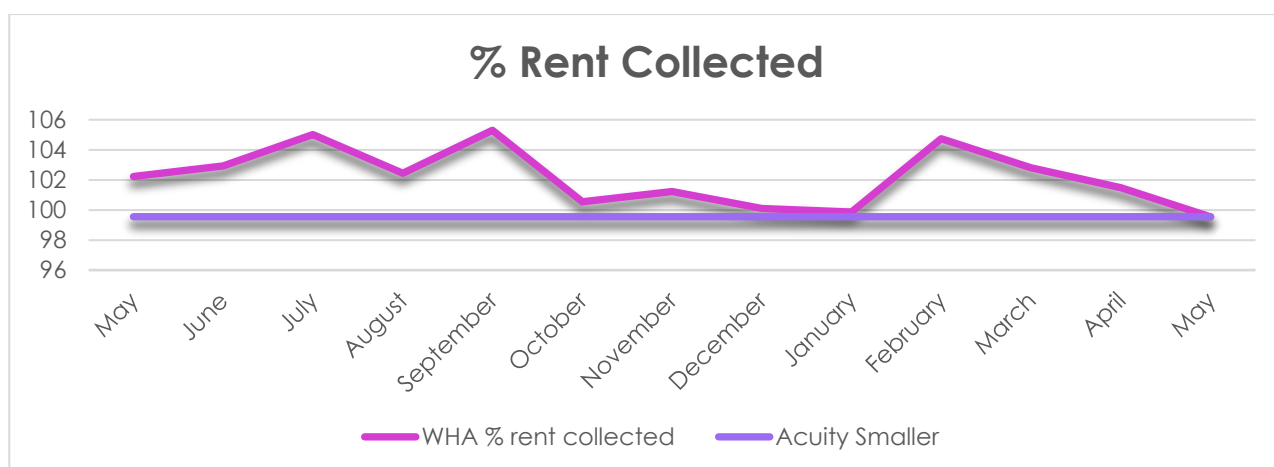
	Former	Current	Total	Trend from March 26
Accounts in Arrears of £2000 or above	3	6	9	↑
Accounts in Arrears of £1000 to £1999.99	4	31	35	↑
Accounts in Arrears of £500 to £999.99	9	78	87	↓
Accounts in Arrears of less than £500	31	220	251	↑
Accounts Paid Up (balance = 0)	N/A	2	2	↓
Accounts in Credit	N/A	126	126	↑
Total	47	463	510	↔

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RENT COLLECTED AS A PERCENTAGE OF TOTAL RENT DUE

Period	Rent collected	Rent due to be collected	Percentage collected
May	£266,973.28	£261,169.69	102.22%
June	£328,426.55	£319,090.15	102.93%
July	£280,121.74	£266,719.20	105.02%
August	£274,676.71	£268,124.16	102.44%
September	£281,045.62	£266,910.94	105.30%
October	£267,213.76	£265,781.26	100.54%
November	£269,790.79	£266,512.04	101.23%
December	£265,557.87	£265,294.49	100.10%
January	£264,982.14	£265,316.90	99.87%
February	£279,472.24	£266,840.83	104.73%
March	£275,233.82	£267,700.40	102.81%
April	£283,736.23	£279,573.35	101.49%
May	£278,230.38	£279,504.89	99.54%

Rent collected as a percentage of rent owed (Benchmark): 99.55



Period: March - June 2026

Type of action	Number	Trend
Notice Seeking Possession served	TBC	
Agreements in place	56	↑
Number of Court Cases	1	↑
Number of Evictions	1	↑

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ANTI SOCIAL BEHAVIOUR

(Period: March - June 2026)

	Number	Raised	Completed	Pending	Trend
ASB ongoing case	6	1	2	4	↔
ASB risk assessment	12	5	5	7	↑
Pet related	1	1	1	0	↔
Cancelled complaints	3	0	0	3	↔
Withdrawn complaints	0	0	0	0	↓

TENANCY SUSTAINMENT (calendar year 2026)

Number of lettings	Number of tenancies ended within period	% of tenancies sustained	Reason for tenancy end
15	14	93.3	Moved in with family

REPAIRS & MAINTENANCE

Response Repairs - Contractor Performance – Q4

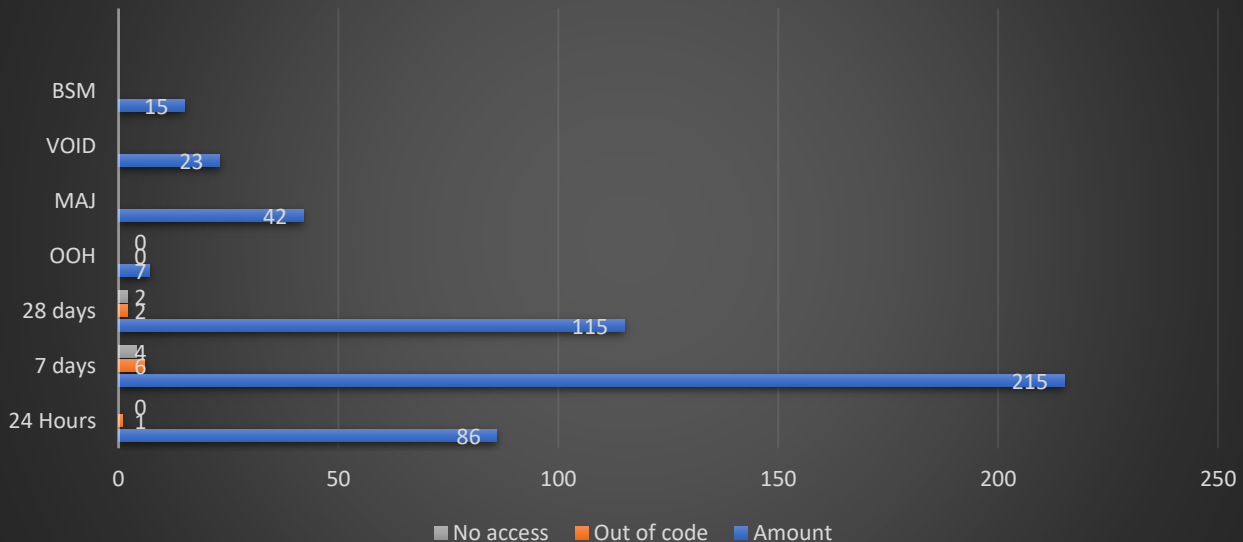
Priority	Response	No. of Orders	YTD	Q4 %	Out of Code	YTD %	No Access
Emergency	24 hours	86	300	100	1	97	0
Urgent	7 days	215	801	98.1	6	97	4
Routine	28 days	115	492	98.3	2	98.3	2
Total		416	1593		9		6

Percentage of emergency repairs completed within target (Benchmark): 95.32%

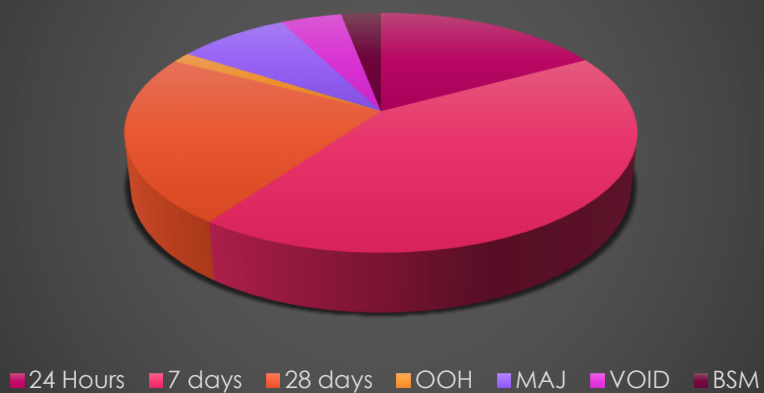
Percentage of non-emergency repairs completed within target (Benchmark): 81.29%

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WOs by category Q4 Jan - Mar 26



WOs by category Q4 Jan - Mar 26



Major Repairs

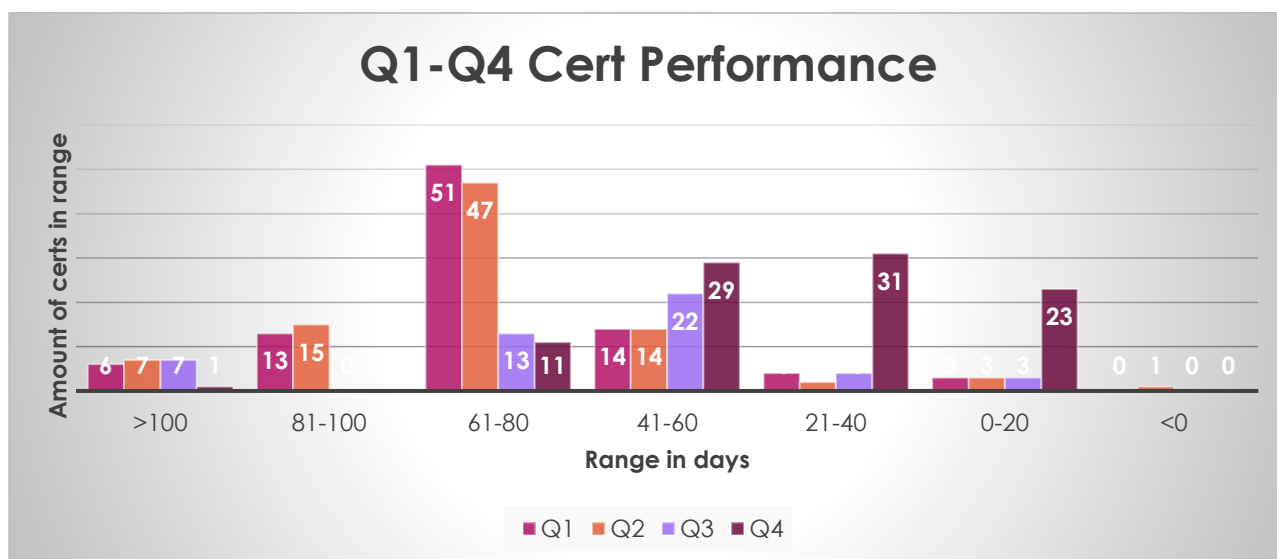
Q4 Update

To be reported separately

Gas Servicing Completions (Q4)

Due	Completed	Late	Comments
95	95	0	N/A

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Electrical Safety Checks (As of March 2026)

<u>No certificate</u>	<u>Certificate outside of 5 years</u>	<u>Certificate within 4-5 years</u>	<u>Certificate within 2-4 years</u>	<u>Certificate within 2 years or less</u>	<u>Valid Certificate Total</u>	<u>Invalid Certificate Total</u>
1	1	36	268	154	460	0

Electrical Safety Checks (As of June 2026)

<u>No certificate</u>	<u>Certificate outside of 5 years</u>	<u>Certificate within 4-5 years</u>	<u>Certificate within 2-4 years</u>	<u>Certificate within 2 years or less</u>	<u>Valid Certificate Total</u>	<u>Invalid Certificate Total</u>
1	2	42	328	87	460	0

On 1 December 2025, the updated Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020 come into force for new social housing tenancies. For social housing tenancies that started before 1 December 2025, the regulations will come into force on 1 May 2026 with all checks to be completed no later than 1 November 2026.

The government has published updated guidance (see below) to support social landlords with understanding the new requirements. Under the regulations, landlords must:

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- ✓ *Ensure electrical safety standards are met, in line with the 18th Edition of the Wiring Regulations (BS 7671)*
- ✓ *Have electrical installations inspected and tested at least every five years by a qualified person*
- ✓ *Provide tenants and local councils with copies of the Electrical Installation Condition Report (EICR) within the required time frames*
- ✓ *Complete remedial or investigative work within 28 days, unless the inspection requires a quicker time frame*

Landlords providing electrical equipment must ensure regular visual checks, five-yearly testing, and the maintenance of In-Service Inspection and Testing (ISIT) records.

WHA update - our procedures meet the above requirements.

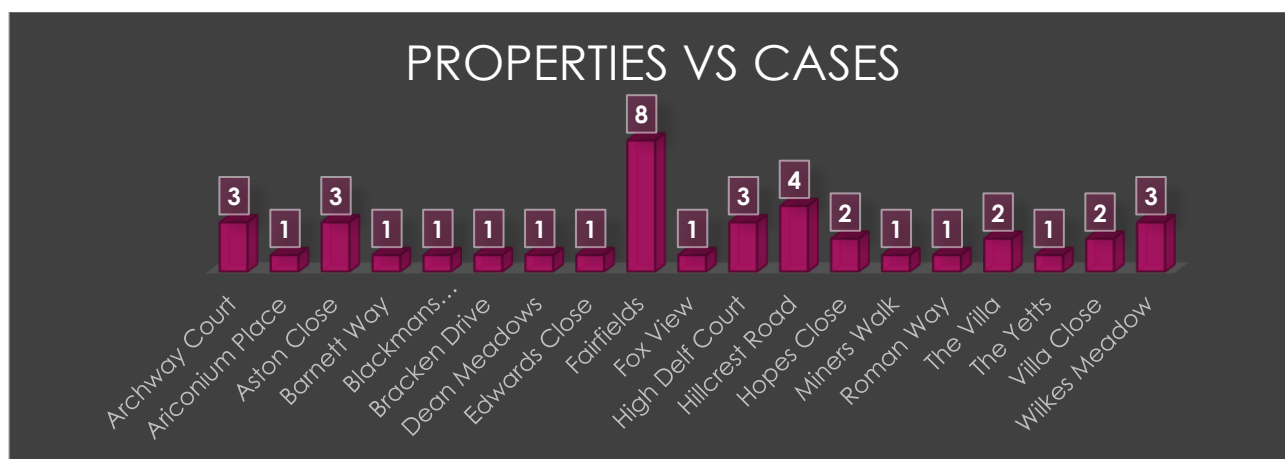
Fire Safety

Year	No of Fire Risk Assessments required	No of completed Fire Risk Assessments	Date completed
2026	7	0	March 2026

Action plan following completed FRA reviewed monthly to ensure recommended improvements works are implemented.

Damp and Mould

Cases	High Risk	Medium / Low risk	Completed jobs
40	0	3	37



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Awaabs law came into force on **Monday 27 October 2025** and aims to make sure that reported housing standard issues are addressed quickly and efficiently.

To support compliance with the requirements we must:

- Investigate any potential emergency hazards and, if the investigation confirms emergency hazards, undertake relevant safety work as soon as reasonably practicable, **both within 24 hours of becoming aware of them**
- Investigate any potential significant hazards within **10 working days** of becoming aware of them
- Produce a written summary of investigation findings and provide this to the named resident within **3 working days** of the conclusion of the investigation
- Undertake relevant safety work within **5 working days** of the investigation concluding, if the investigation identifies a significant hazard
- Begin, or take steps to begin, any further required works within **5 working days** of the investigation concluding, if the investigation identifies a significant or emergency hazard. If steps cannot be taken to begin work in **5 working days** this must be done as soon as possible, and work must be physically started **within 12 weeks**
- Satisfactorily complete works within a reasonable time period
- Secure the provision of suitable alternative accommodation for the household, at the social landlord's expense, if relevant safety work cannot be completed within specified timeframes
- Keep the named resident updated throughout the process and provide information on how to keep safe

WHA update - a new Policy/Procedure and training for Staff and Contractors have been provided to support compliance.

EPC

A 0		B 36		C 255		D 134		E 25		F 2	
IN	OUT	IN	OUT	IN	OUT	IN	OUT	IN	OUT	IN	OUT
0	0	24	7	177	95	58	69	4	16	0	2
EPC VALUE 92-100		EPC VALUE 81-91		EPC VALUE 69-80		EPC VALUE 55-68		EPC VALUE 39-54		EPC VALUE 21-38	

Total in date – 263

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Total out of date – 191

Re-evaluated – 240

Higher than previous rating – 72

This is attributed to our pro-active Majors plan, identifying where improvements were needed and carried out.

Lower than previous rating – 34

The EPC scoring and description for double-glazed windows underwent a major overhaul on June 15, 2025, with the introduction of the RdSAP 10 assessment methodology.

This update was designed to align EPC estimates closer to a property's actual energy usage.

Under the updated system, double-glazed windows are rated as follows:

- Pre-2002: Described as "Poor"
- 2002 to 2021: Described as "Average"
- 2022 or newer: Described as "Good"
- This means we have a lot of properties that will score lower due to window age, previously all double glazing was "Good".

Stayed the same – 134

Over the course of the three phases, we have had a very poor rate in terms of access, despite notifications and booking. Currently, the project is running at **55%** access rate.

We are working with our contractor in planning our next steps.

COMPLAINTS

(Period: March - June 2026)

Number of complaints received	Complaint response within time frame	Complaints upheld
4	Yes	1 partially upheld

Complaint details	Complaint upheld	Details/Lesson learnt
Unhappy with progress following ASB issues	Partially	ASB dealt with effectively. More could have been done to update the resident.

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Unhappy with actions to resolve parking dispute issues and role of the Housing Services Officer	No	Dispute handled appropriately and no evidence to support claims re Housing Services Officer.
Breach of ASB policy by offering mediation as a means of resolving the dispute	No	Policy adhered too.
Unhappy with how ASB dispute is being handled and breach of ASB policy.	No	Unreasonable demands from resident. We have only just received evidence and currently investigating. No breach of ASB policy.

Housing Ombudsman

Complaint ref	Complaint details	Date information sent to Ombudsman	Ombudsman outcome
N/A	N/A	N/A	N/A

Complaint Handling Regulation	Progress
Complaints Self-Assessment (mandatory assessment against complaint handling code to be carried once a year)	Completed September 2025
Complaints Performance and Service Improvement Report	Completed September 2025
Complaint Handling Code Annual Submission	Completed September 2025