

HOUSING SERVICES REPORT

ALLOCATIONS / LETTINGS

(Period: 22 December 2025 – 10 March 2026)

Allocations/Lettings	10
Mutual Exchanges	0

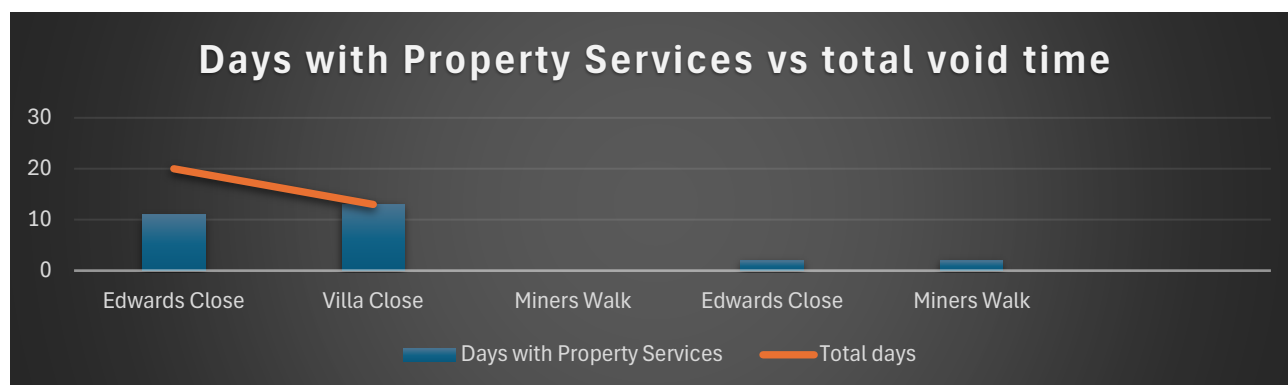
Benchmarking = Acuity
small housing providers
(max 2500 properties)

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

Sensitive let – 19 and 24 Miners Walk

VOIDS (Completed period: January – March 2026)

					Days with Property	Extra days with			
Number	Road	Area	Start Date	End Date	Services	Housing Services	Total days	Cost	
6	Edwards Close	Joys Green	05/01/2026	25/01/2026		11	9	20	£4,057
4	Villa Close	Cinderford	05/01/2026	18/01/2026		13	0	13	£2,050
24	Miners Walk	Cinderford	12/01/2026	Ongoing					
15	Edwards Close	Joys Green	26/01/2026	01/02/2026		2	5	7	£300
19	Miners Walk	Cinderford	16/02/2026	LLP		2	Ongoing due to LLP		£300
				Average		7	5	13	£1,677



Target relet time: 28 days - Average relet time: 13 days (previously 31 days)

Average re-let time (Benchmark): 32 days

Average cost per void: £1677 (previously 2367)

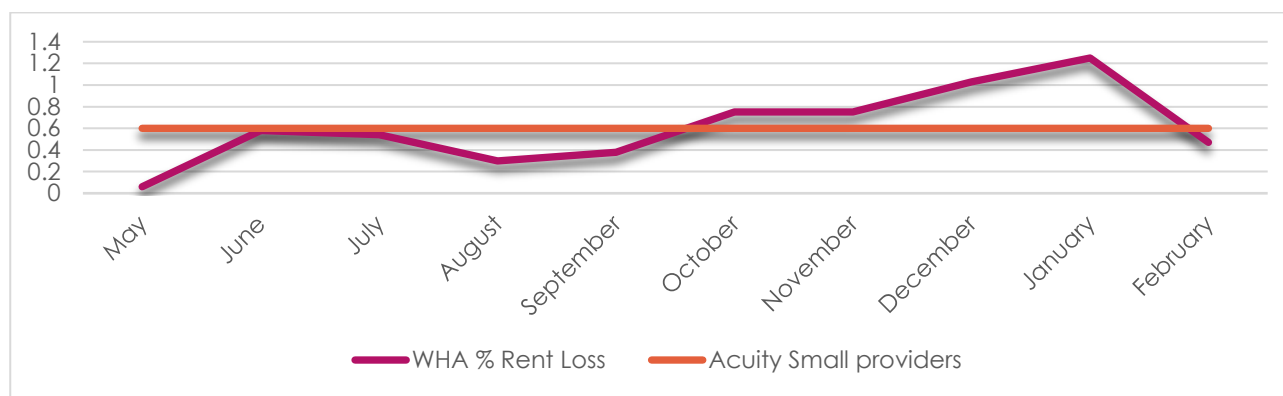
HOUSING SERVICES REPORT

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

Void Loss Percentage (Benchmark): 0.60

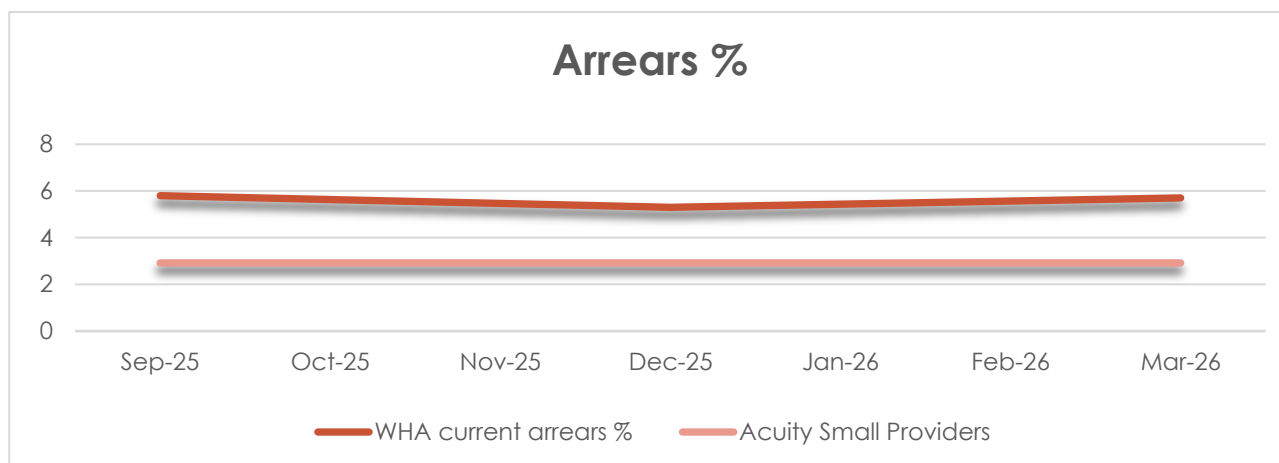


ARREARS (Period as of 10 March 2026)

Total Annual Charges	£2,773,314.84	As a % of Annual Charges	Dec 25 board meeting	As a % of Annual Charges
Current Tenant Arrears	£159,158.15	5.7	£147,218.61	5.3
Former Tenant Arrears	£28,557.10	1.0	£27,239.57	1.0
Total Arrears	£187,715.25	6.8	£174,458.18	6.3

Current Tenant Arrears (Benchmark): 2.92%

HOUSING SERVICES REPORT



ANALYSIS OF ARREARS

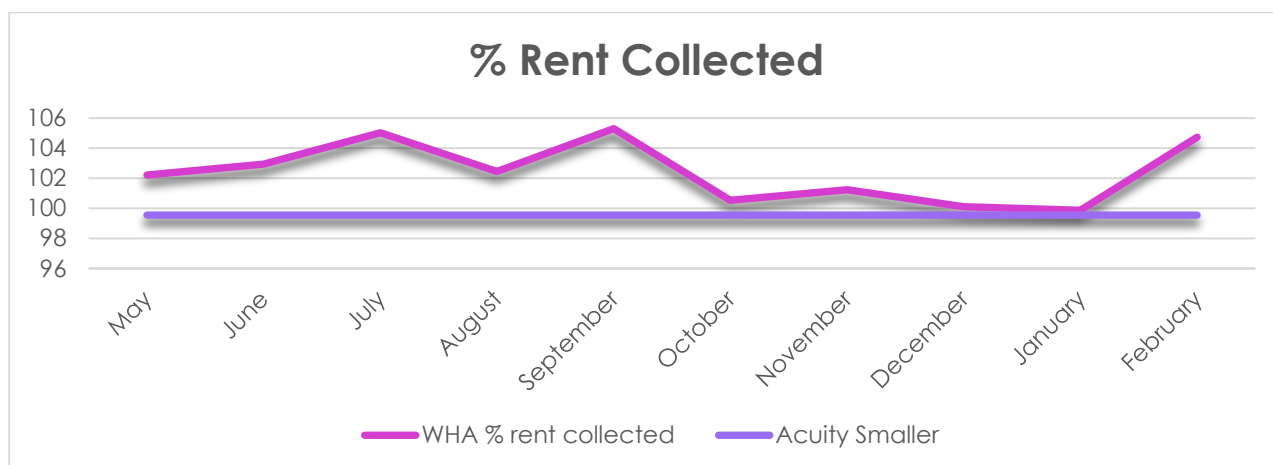
	Former	Current	Total	Trend from Sept 25
Accounts in Arrears of £2000 or above	3	4	7	
Accounts in Arrears of £1000 to £1999.99	4	25	29	
Accounts in Arrears of £500 to £999.99	9	99	108	
Accounts in Arrears of less than £500	29	205	234	
Accounts Paid Up (balance = 0)	N/A	7	7	
Accounts in Credit	N/A	122	122	
Total	45	462	507	

HOUSING SERVICES REPORT

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%

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



Period: January - March 2026

Type of action	Number	Trend
Notice Seeking Possession served	0	↓
Agreements in place	30	↔
Number of Court Cases	0	↓
Number of Evictions	0	↓

HOUSING SERVICES REPORT

ANTI SOCIAL BEHAVIOUR

(Period: December 2025 – March 2026)

	Number	Raised	Completed	Pending	Trend
ASB ongoing case	6	0	2	4	↔
ASB risk assessment	8	2	3	5	↓
Property related	1	1	1	0	↔
Pet related	1	1	1	0	↑
Cancelled complaints	3	0	0	3	↔
Withdrawn complaints	1	0	1	0	↑

TENANCY SUSTAINMENT (calendar year 2025)

Number of lettings	Number of tenancies ended within period	% of tenancies sustained	Reason for tenancy end
33	32	97	Moved in with family

REPAIRS & MAINTENANCE

Response Repairs - Contractor Performance – Q3

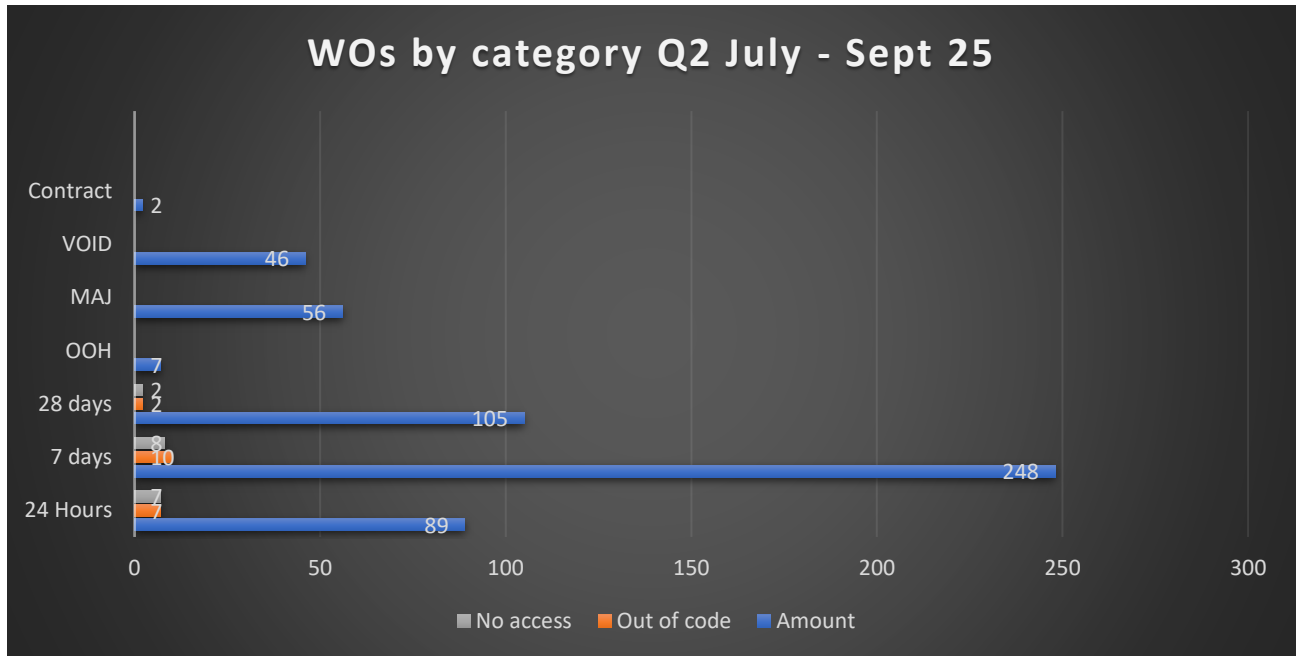
Priority	Response	No. of Orders	YTD	Q3 %	Out of Code	YTD %	No Access
Emergency	24 hours	89	214	92.1	7	94.9	7
Urgent	7 days	248	586	96.8	10	95.1	8
Routine	28 days	105	377	98.1	2	96.8	2
Total		442	1177		19		17

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

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

HOUSING SERVICES REPORT

Major Repairs

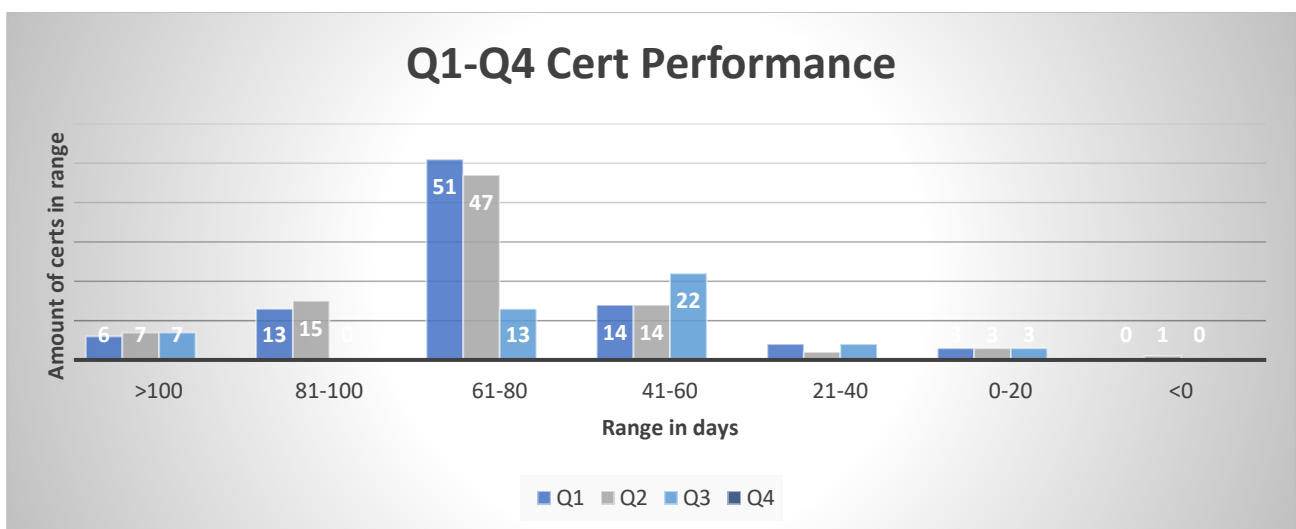


Q3 Update

To be reported separately

Gas Servicing Completions (Q3)

Due	Completed	Late	Comments
49	49	0	N/A



HOUSING SERVICES REPORT

Electrical Safety Checks (As of 5 December 2025)

<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>
2	3	25	86	343	460	0

Electrical Safety Checks (As of 10 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

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:

- ✓ 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.

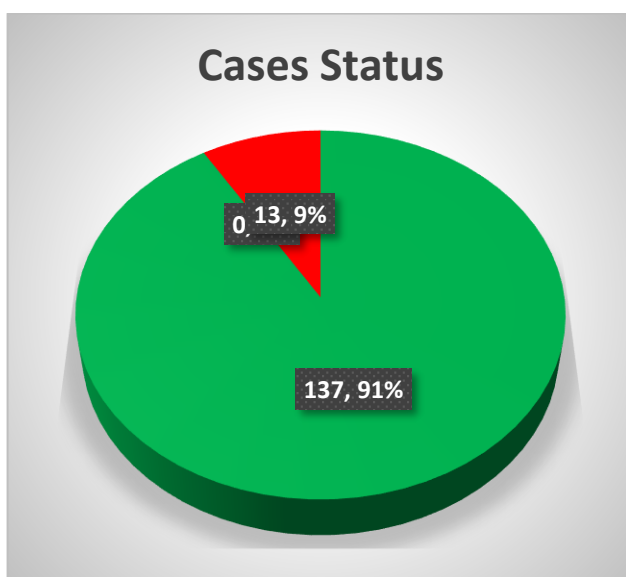
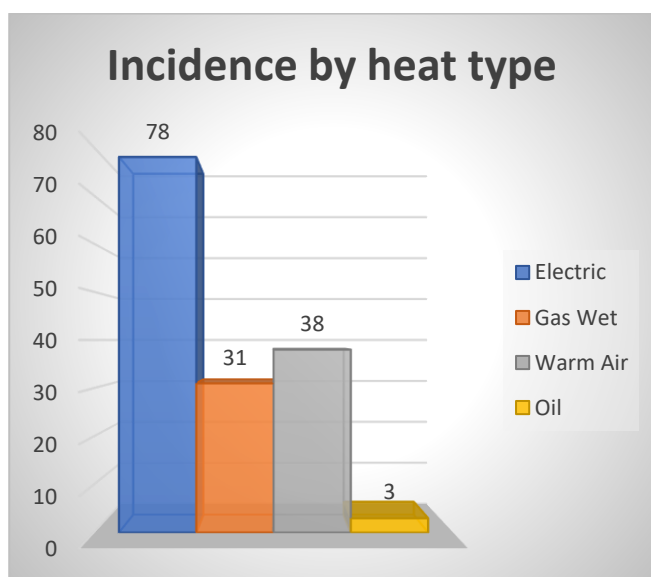
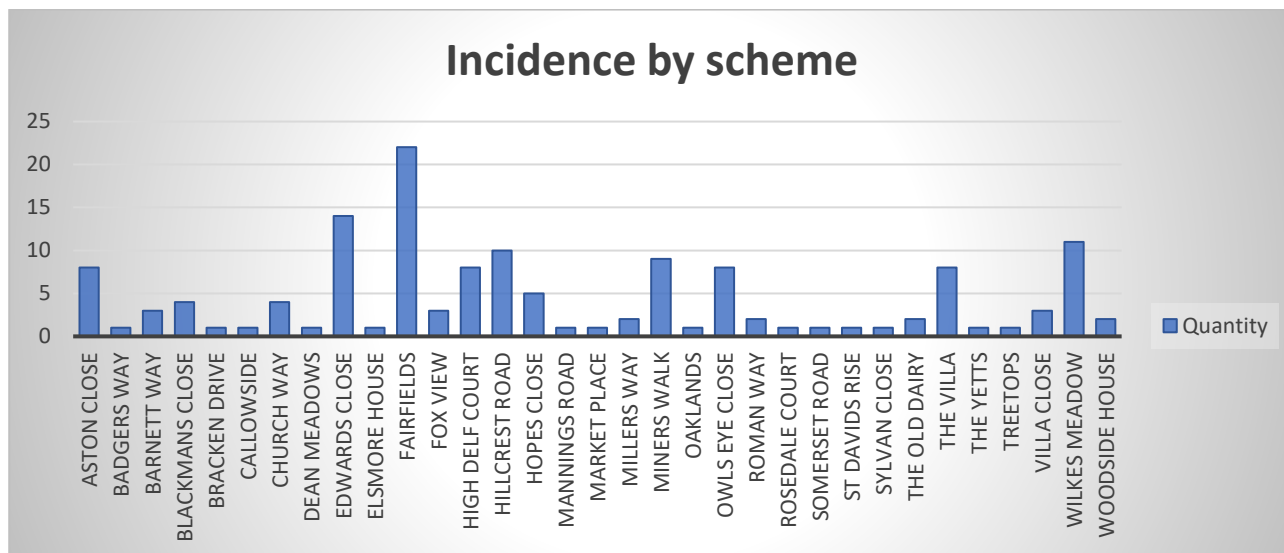
HOUSING SERVICES REPORT

Fire Safety

Year	No of Fire Risk Assessments required	No of completed Fire Risk Assessments	Date completed
2025/26	7	0	March 2026

Damp and Mould

Cases	High Risk	Medium / Low risk	Completed jobs
150	9	141	137



HOUSING SERVICES REPORT

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		B		C		D		E		F	
0		36		255		134		25		2	
IN	OUT	IN	OUT	IN	OUT	IN	OUT	IN	OUT	IN	OUT
0	0	27	9	151	104	50	84	4	21	0	2

HOUSING SERVICES REPORT

EPC VALUE 92-100	EPC VALUE 81-91	EPC VALUE 69- 80	EPC VALUE 55-68	EPC VALUE 39-54	EPC VALUE 21-38
---------------------	--------------------	------------------------	--------------------	--------------------	--------------------

COMPLAINTS

(Period: 4 December 2025 – 10 March 2026)

Number of complaints received	Complaint response within time frame	Complaints upheld
2	Yes	1 complaint upheld

Complaint details	Complaint upheld	Details/Lesson learnt
Report repairs not dealt with in a timely manner. Officer failed to respond to contractor information quickly enough. Apology provided to resident	Yes	Advice provided to officer to ensure lesson learnt.
Complaint due to allegation that some stored possessions have gone missing. Also, resident questioned an officer's attitude when allegation made.	N/A – currently being investigated	N/A

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



HOUSING SERVICES REPORT

Complaint Handling Code Annual Submission	Completed September 2025
---	--------------------------