

HOUSING SERVICES REPORT

ALLOCATIONS / LETTINGS

(Period: June - September 2026)

Allocations/Lettings	12
Mutual Exchanges	1

Benchmarking = Acuity
small housing providers
(max 2500 properties)

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

Sensitive let – N/A

VOIDS (Completed period: June - September 2026)

Road	Area	Start Date	End Date Property Services	Days with Property Services	End Date Housing	Extra days with Housing Services	Total days	Cost
5 Aston Close	Berry Hill	13/04/2026	24/04/2026	11	07/06/2026	44	55	£810
29 Fox View	Lydney	11/05/2026	22/05/2026	11	25/05/2026	3	14	£243
13 The Villa	Cinderford	18/05/2026	26/06/2026	39	29/06/2026	3	42	£12,000
8 The Villa	Cinderford	01/06/2026	19/06/2026	18	05/07/2026	16	34	£3,500
26 Archway Court	Mitcheldean	01/06/2026	08/06/2026	7	14/09/2026	98	105	£225
9 Fairfields	Cinderford	29/06/2026	21/08/2026	53	07/09/2026	17	70	£23,000
8 David Hanlon House	Coleford	13/07/2026	21/08/2026	39	07/09/2026	17	56	TBC
24 Archway Court	Mitcheldean	13/07/2026	20/07/2026	7	02/08/2026	13	20	£220
1 Miners Walk	Cinderford	03/08/2026	28/08/2026	25	No info			TBC
30 Fox View	Lydney	03/08/2026	21/08/2026	18	23/08/2026	2	20	£2,700
34 Archway Court	Mitcheldean	03/08/2026	21/08/2026	18	No info			TBC
29 Wilkes Meadow	Coleford	17/08/2026	04/09/2026	18	07/09/2026	3	21	TBC
2 High Delf Court	Coleford	17/08/2026	04/09/2026	18	07/09/2026	3	21	TBC
12 Severn Bore Close	Newnham	17/08/2026	21/08/2026	4	23/08/2026	2	6	£70
21 Miners Walk	Cinderford	24/08/2026	Ongoing, Estimate 4 weeks		Ongoing			TBC
4 Aston Close	Coleford	24/08/2026	Keys not returned - resident still not moved					TBC
			Average	20		18	39	£4,752

Target relet time: 28 days - **Average relet time:** 39 days (previously 26 days)

Average re-let time (Benchmark): 32 days

Average cost per void: £4752 (previously £5099)

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

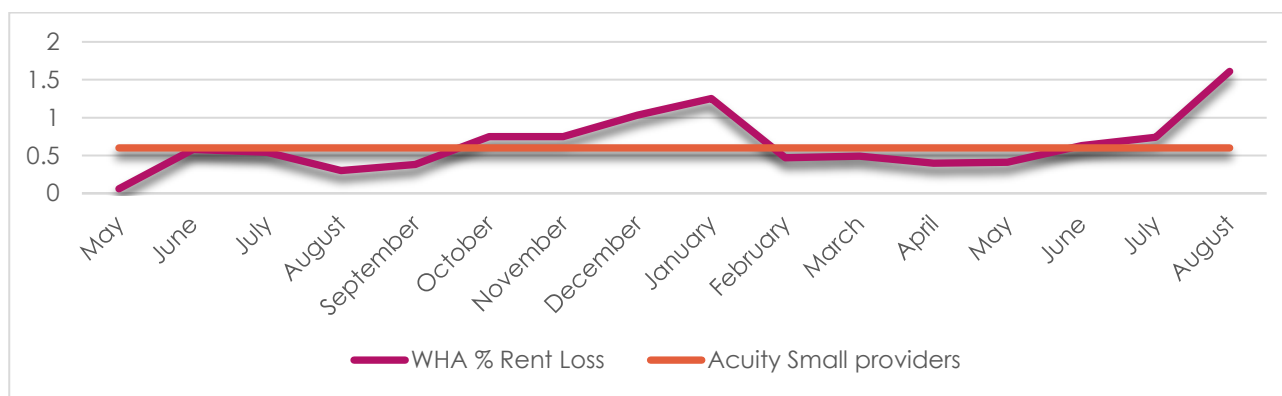
VOID LOSS PERCENTAGE

Period	% Rent Loss through empty properties
August	0.30

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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
June	0.63
July	0.74
August	1.61

Void Loss Percentage (Benchmark): 0.60

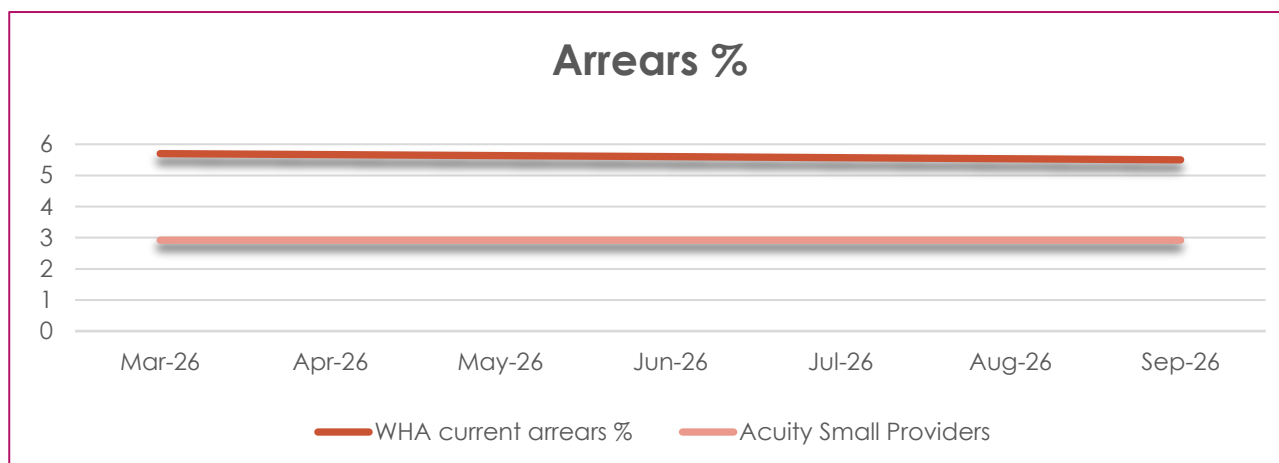


ARREARS (Period as of 17 September 2026)

Total Annual Charges	£2,892,957.20	As a % of Annual Charges	Previous board meeting	As a % of Annual Charges
Current Tenant Arrears	£158,065.32	5.5	£161,779.16	5.6
Former Tenant Arrears	£35,021.78	1.2	£29,251.49	1.0
Total Arrears	£193,087.10	6.7	£191,030.65	6.6

Current Tenant Arrears (Benchmark): 2.92%

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ANALYSIS OF ARREARS

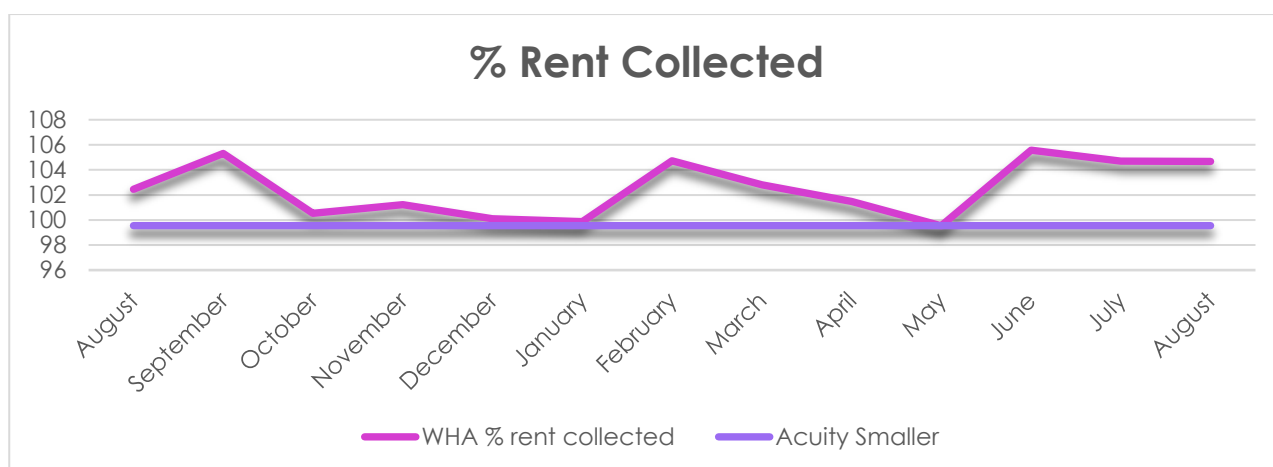
	Former	Current	Total	Trend from June 26
Accounts in Arrears of £2000 or above	4	5	9	↔
Accounts in Arrears of £1000 to £1999.99	5	26	31	↓
Accounts in Arrears of £500 to £999.99	9	94	103	↑
Accounts in Arrears of less than £500	34	182	216	↓
Accounts Paid Up (balance = 0)	N/A	3	3	↓
Accounts in Credit	N/A	149	149	↓
Total	52	459	511	↔

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RENT COLLECTED AS A PERCENTAGE OF TOTAL RENT DUE

Period	Rent collected	Rent due to be collected	Percentage collected
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%
June	£295,166.83	£279,594.61	105.57%
July	£291,713.30	£278,605.42	104.70%
August	£346,481.63	£331,043.71	104.66%

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



Period: March - June 2026

Type of action	Number	Trend
Notice Seeking Possession served	7	↓
Agreements in place	60	↓
Number of Court Cases	1	↔
Number of Evictions	1	↔

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ANTI SOCIAL BEHAVIOUR

(Period: June - September 2026)

	Number	Raised	Completed	Pending	Trend
ASB ongoing case	5	0	3	2	↔
ASB risk assessment	13	4	7	6	↑
Pet related	1	1	1	0	↔
Cancelled complaints	3	0	0	3	↔

TENANCY SUSTAINMENT (calendar year 2026)

Number of lettings	Number of tenancies ended within period	% of tenancies sustained	Reason for tenancy end
23	22	95.7	Moved in with family

REPAIRS & MAINTENANCE

Response Repairs - Contractor Performance – Q1

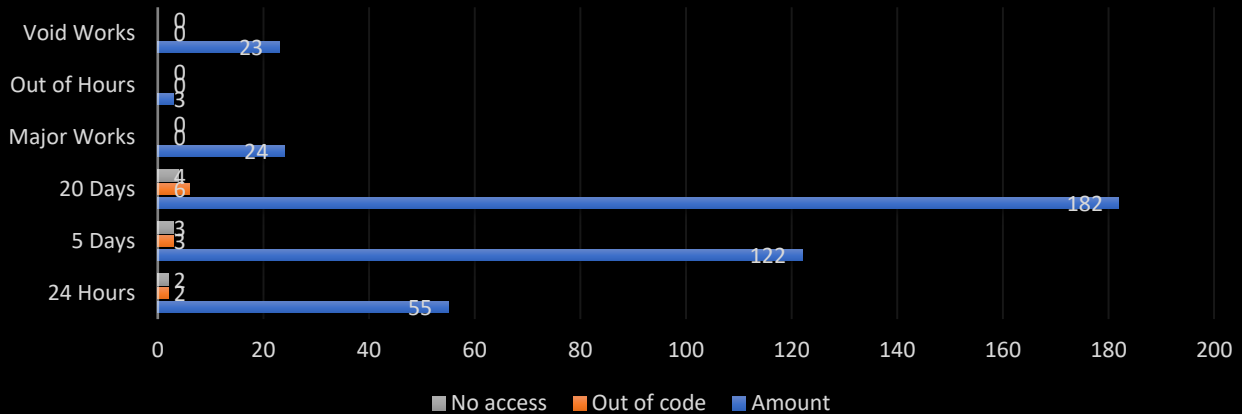
Priority	Response	No. of Orders	YTD	Q1 %	Out of Code	YTD %	No Access
Emergency	24 hours	55	55	96.4	2	96.4	2
Urgent	7 days	122	122	97.5	3	97.5	3
Routine	28 days	182	182	97.8	6	97.8	4
Total		409	409		11		9

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

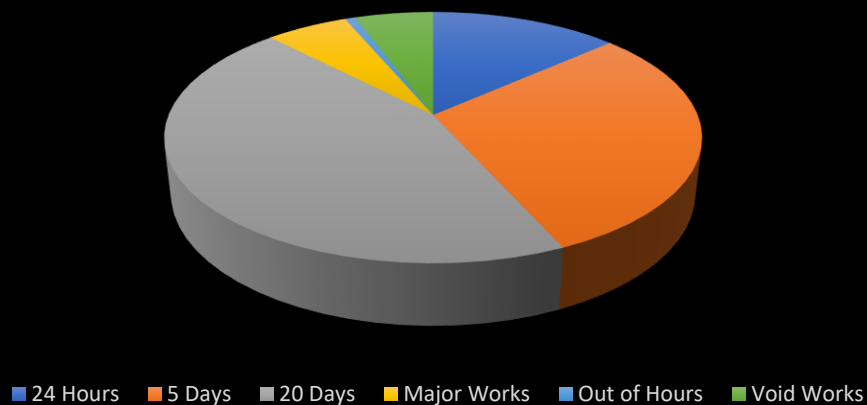
Percentage of non-emergency repairs completed within target (Benchmark): 81.29%

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WOs by category Q1 April - June 26



WOs by category Q1 April - June 26



Major Repairs

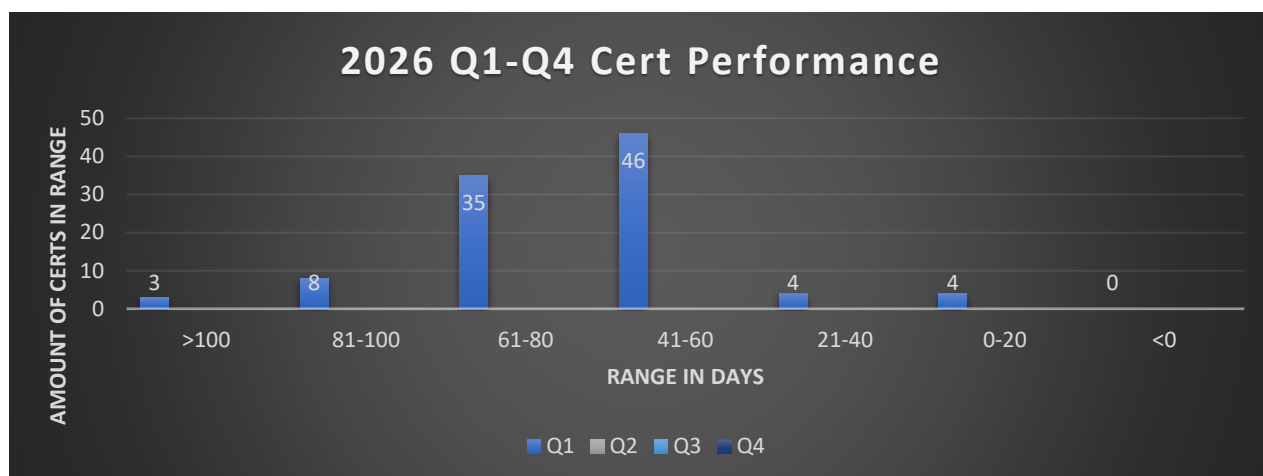
Q1 Update

To be reported separately

Gas Servicing Completions (Q1)

Due	Completed	Late	Comments
100	100	0	N/A

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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

Electrical Safety Checks (As of September 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	32	329	97	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	7	June 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
0	0	0	0

*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*

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- *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

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.

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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: June - September 2026)

Number of complaints received	Complaint response within time frame	Complaints upheld
2	Yes	No

Complaint details	Complaint upheld	Details/Lesson learnt
Alleged data breach by staff member. Investigated no data breach.	No	N/A
Initial water leak response but then pleased with action taken. Complaint withdrawn.	N/A	N/A

Housing Ombudsman

Complaint ref	Complaint details	Date information sent to Ombudsman	Ombudsman outcome
	Requesting further compensation for damage to belongings due to damp and mould. Previously offered and accepted	11 March 2025	Outcome recently received and apologies for the delay. No

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	compensation as part of Stage 2 response.		maladministration finding.
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Complaint Handling Regulation	Progress
Complaints Self-Assessment (mandatory assessment against complaint handling code to be carried once a year)	Completed July 2026
Complaints Performance and Service Improvement Report	Completed July 2026
Complaint Handling Code Annual Submission	Completed July 2026