APPENDIX 1

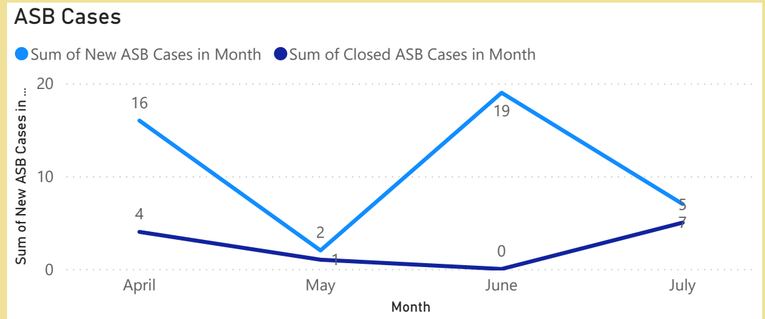
Performance Report April - July 2026 (TSM Summary Page)

Month: All

Compliance Measures (Target 100%) as of July 2026:

% of Homes with Domestic Gas Safety Checks Carried Out	% of homes with lift safety checks carried out	% of homes with asbestos surveys / re-inspections	% of Homes with Fire Risk Assessments Carri...	% of homes w/ legionella RAs carried out
99.79%	100.00%	100.00%	100.00%	100.00%

ASB:

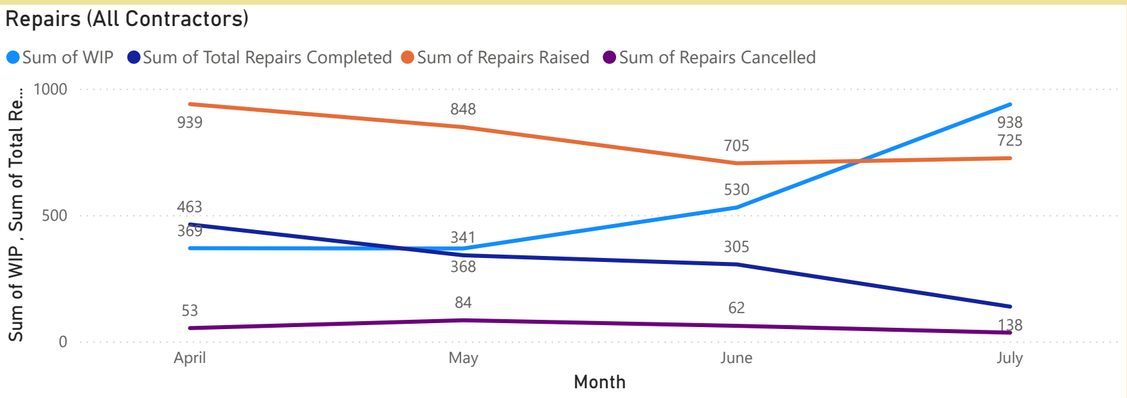


0
Sum of Hate Crimes Recorded

Decent Homes:

Average of % Homes Meeting the Decent Homes Standard: 83.75%

Repairs:



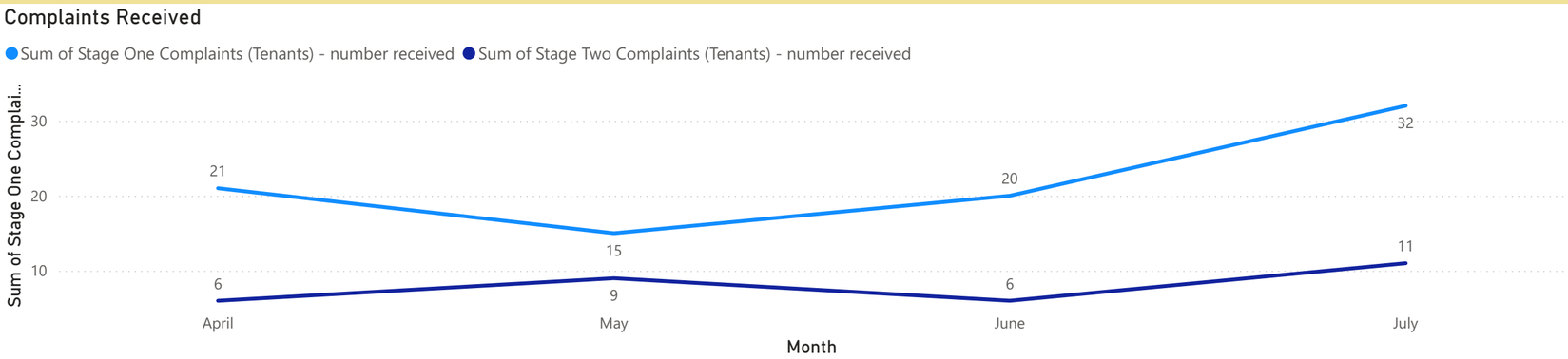
All Repairs:

Emergency Repairs Completed in Timescale	Non-Emergency Repairs Completed in Timescale
79.15%	95.73%
Target 100%	Target 93%

Communal Repairs:

Communal Emergency Repairs Completed in Timescale	Communal Non-Emergency Repairs Completed in ...
67.58%	99.01%
Target 100%	Target 93%

Complaints (Tenants Only):



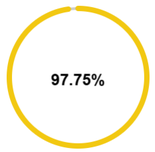
Complaints acknowledged in 5 working days (tenants)	Stage One complaints responded to in statutory timescale	Stage Two complaints responded to in statutory timescale
100.00%	100.00%	100.00%
Target 100%	Target 100%	Target 100%

Performance Report April - July 2026 (Non-TSM)

Month
All

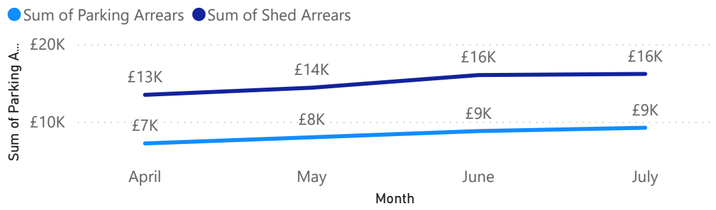
Income:

Average of Rent Collected (Current Tenants)

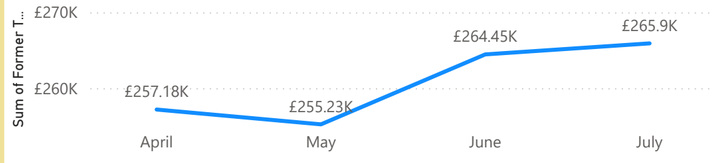


Target 100%

Parking & Shed Arrears

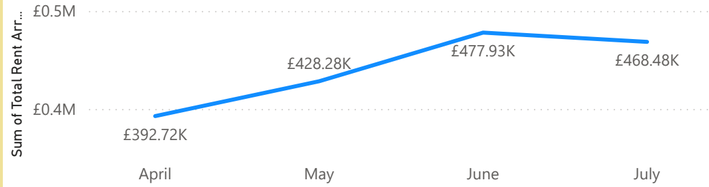


Former Tenant Arrears



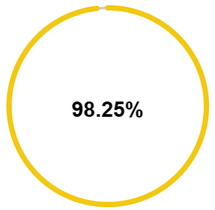
Target <= £85,000

Current Tenant Arrears



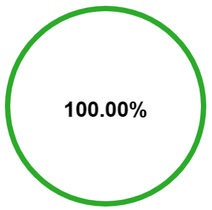
Estate Services:

Monthly Fire Box Checks Completed %



Target 100%

Average of Monthly fire door checks completed %



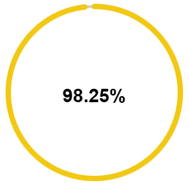
Target 100%

Quarterly Estate Grounds Inspections completed each period (%)



Target 100%

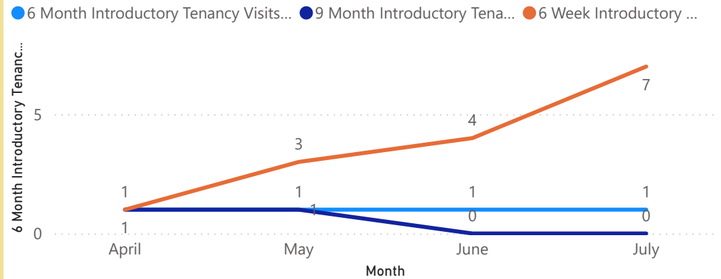
Monthly Internal Inspections completed each period (%)



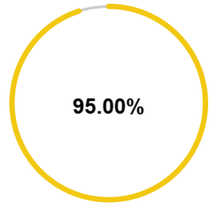
Target 100%

Tenancy Management:

Introductory Tenancy Visits Due

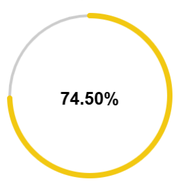


Introductory Tenancy Visits Carried Out in Timescale

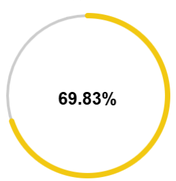


Inspections / Damp & Mould:

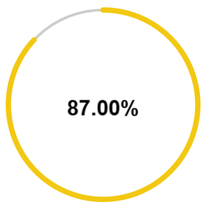
Post Inspections Completed within 10 Working Days (%)



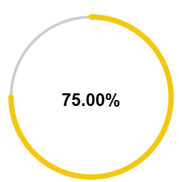
Pre-Inspections Completed within 10 Working Days (%)



Post Inspections Passed (%)

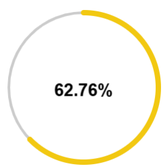


Damp & Mould Hazards – Works Completed in Timescale



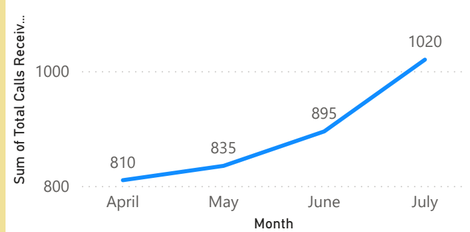
Repairs Service Desk:

Calls Answered in Target Response Time



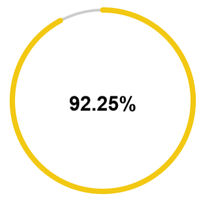
Target 75%

Number of Calls Received



Electrical Safety (target 100% - July 2026 figures)

% of homes with a valid EICR certificate



% of Valid Communal EICR Certificates



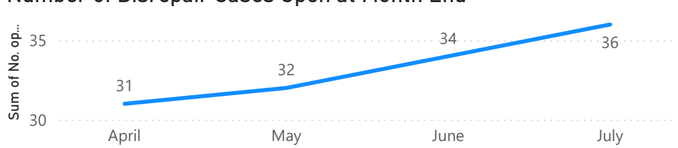
Voids

164.00

Average Re-Let Time (key to key) (excluding long-term voids)

Disrepair

Number of Disrepair Cases Open at Month End

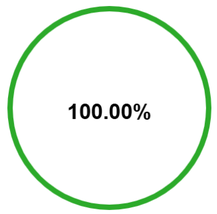


Performance Report April - July 2026 (Highlights)

Month
All

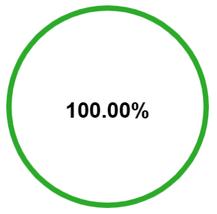
Allocations:

Applications processed within 30 working days (%)



Target 100%

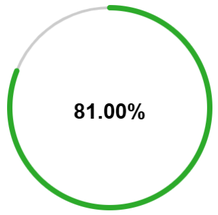
Mutual Exchanges Decided within 42 days (%)



Target 100%

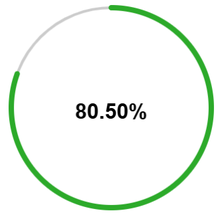
Estate Services:

Average of Average Grounds Inspection Score (%)



Target 75%

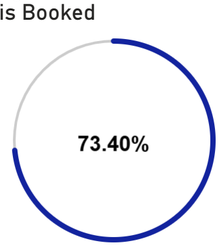
Average of Average Internal Inspections Score (%)



Target 75%

Golden Lane Community Centre:

Average % of Available Time that is Booked



Complaints:

25

Number of Compliments Received (Total)