

SPADESBOURNE HOMES LTD PERFORMANCE MONITORING 2025/26

		Quarter 1 (Q1)			
		Apr	May	Jun	Q1 Total
PERFORMANCE INDICATORS					
% of units let	Quarterly	100%	100%	100%	100%
% of total rent role collected	Quarterly	90%	97%	78%	89%
% of rent arrears	Quarterly	10%	3%	22%	11%
Average void time	Quarterly	0	0	7 days	7 days
Number of complaints	Quarterly	0	0	0	0
Complaints responded to within target	Quarterly	0	0	0	0
Number of repairs	Quarterly	4	7	2	13
Repairs completed within timeframe	Quarterly	3	7	2	92%
Average repair time	Quarterly	5 days	4 Days	4 Days	4.3 days
Number of tenants meeting local connection criteria	Quarterly	100%	100%	100%	100%
HEALTH & SAFETY					
Emergency Lighting monthly check	Monthly	Complete	Complete	Complete	Complete
Door fire safety check - communal areas	Monthly	Complete	Complete	Complete	Complete
Lift Servicing	Quarterly				Complete
Emergency Lighting service	Annual				N/A
Smoke Alarm service	Annual				N/A
Dry Riser service	Annual				N/A
Fire & General Risk Assessment	Annual				N/A
Water Sampling	Annual				N/A
Lightening Protection	Annual				N/A