

SPADESBOURNE HOMES LTD PERFORMANCE MONITORING 2025/26

		Q1	Q2	Q3	Cumulative Total
PERFORMANCE INDICATORS					
% of units let	Quarterly	100%	96.00%	90.00%	95.00%
% of total rent role collected	Quarterly	89%			
% of rent arrears	Quarterly	11%			
Average void time	Quarterly	7 days	16	30	16 days
Number of complaints	Quarterly	0	0	6	6
Complaints repsonded to within target	Quarterly	0	0	2	100%
Number of repiars	Quarterly	13	6	6	25
Repairs completed within timeframe	Quarterly	92%	100%	100%	97%
Average repair time	Quarterly	4	3	5	4
Number of tenants meeting local connection criteria	Quarterly	100%	100%	100%	100%
HEALTH & SAFETY					
Emergency Lighting monthly check	Monthly	Complete	Complete	Complete	
Door fire safety check - communal areas	Monthly	Complete	Complete	Complete	
Lift Servicing	Quarterly	Complete	Complete	Complete	
Emergency Lighting service	Annual	N/A	N/A	Complete	
Smoke Alarm service	Annual	N/A	N/A	Complete	
Dry Riser service	Annual	N/A	N/A	Complete	
Fire & General Risk Assessment	Every 2 Years	N/A	N/A	N/A	
Water Sampling	Annual	N/A	N/A	Complete	
Lightening Protection	Annual	N/A	N/A	Complete	