

SPADESBOURNE HOMES LTD PERFORMACE MONITORING 2025/26

		Q1	Q2	Q3	Q4	Cumulative Total
Statement		11	12	13	14	-
PERFORMANCE INDICATORS						
% of units let	Quarterly	100%	96.00%	90.00%		
% of total rent role collected	Quarterly	89%	87%	75%		84%
% of rent arrears	Quarterly	11%	13%	25%		16%
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		