

SPADESBOURNE HOMES LTD PERFORMANCE MONITORING 2025/26

		Q1	Q2	Q3	Q4
Statement		11	12	13	14
PERFORMANCE INDICATORS					
% of units let	Quarterly	100%	96.00%	90.00%	100%
% of total rent role collected	Quarterly	89%	87%	75%	82%
% of rent arrears	Quarterly	11%	13%	25%	18%
Number of Voids	Quarterly	3	3	4	6
Average void time	Quarterly	7 days	16 days	30 days	30 days
Number of complaints	Quarterly	0	0	6	0
Complaints responded to within target	Quarterly	0	0	2	0
Number of repairs	Quarterly	13	6	6	13
Repairs completed within timeframe	Quarterly	92%	100%	100%	100%
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	Complete
Door fire safety check - communal areas	Monthly	Complete	Complete	Complete	Complete
Lift Servicing	Quarterly	Complete	Complete	Complete	Complete
Emergency Lighting service	Annual	N/A	N/A	Complete	N/A
Smoke Alarm service	Annual	N/A	N/A	Complete	N/A
Dry Riser service	Annual	N/A	N/A	Complete	N/A
Fire & General Risk Assessment	Every 2 Years	N/A	N/A	N/A	N/A
Water Sampling	Annual	N/A	N/A	Complete	N/A
Lightening Protection	Annual	N/A	N/A	Complete	N/A