

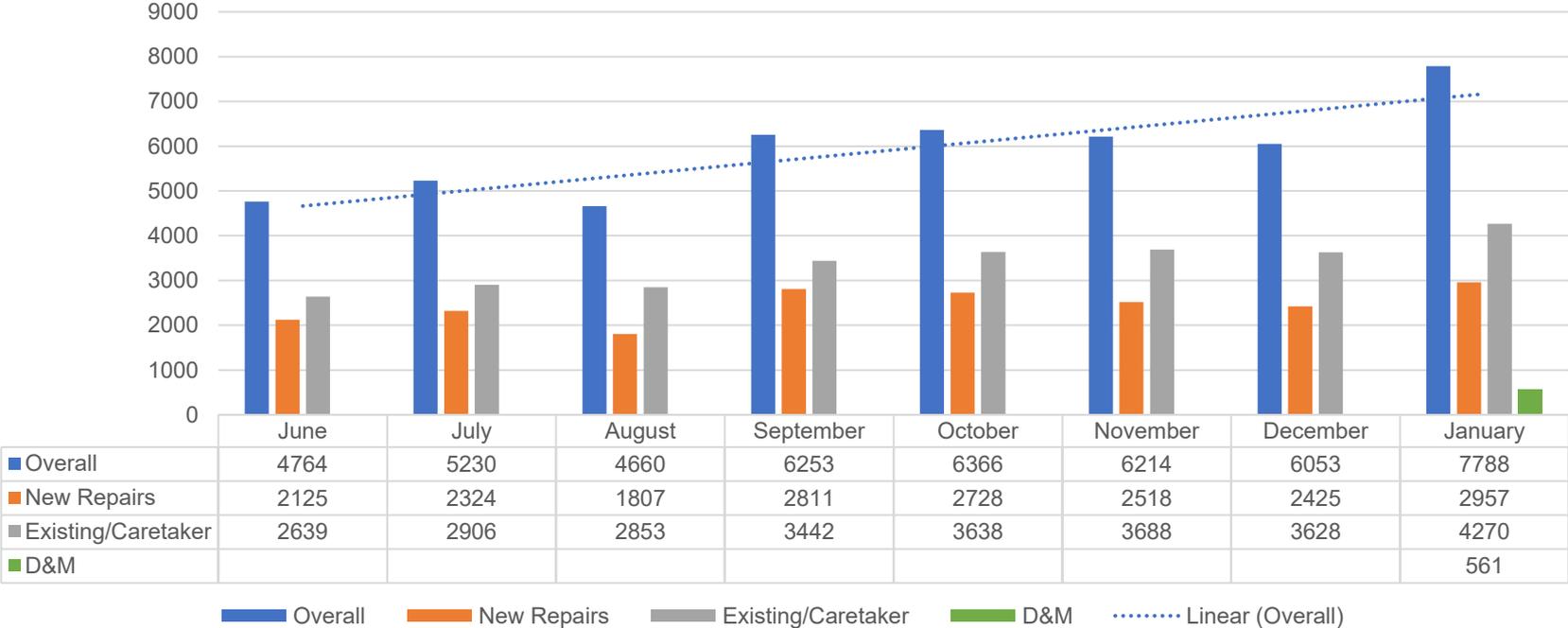
Repairs Performance update

February 2026

Dean Cooper Head of Repairs

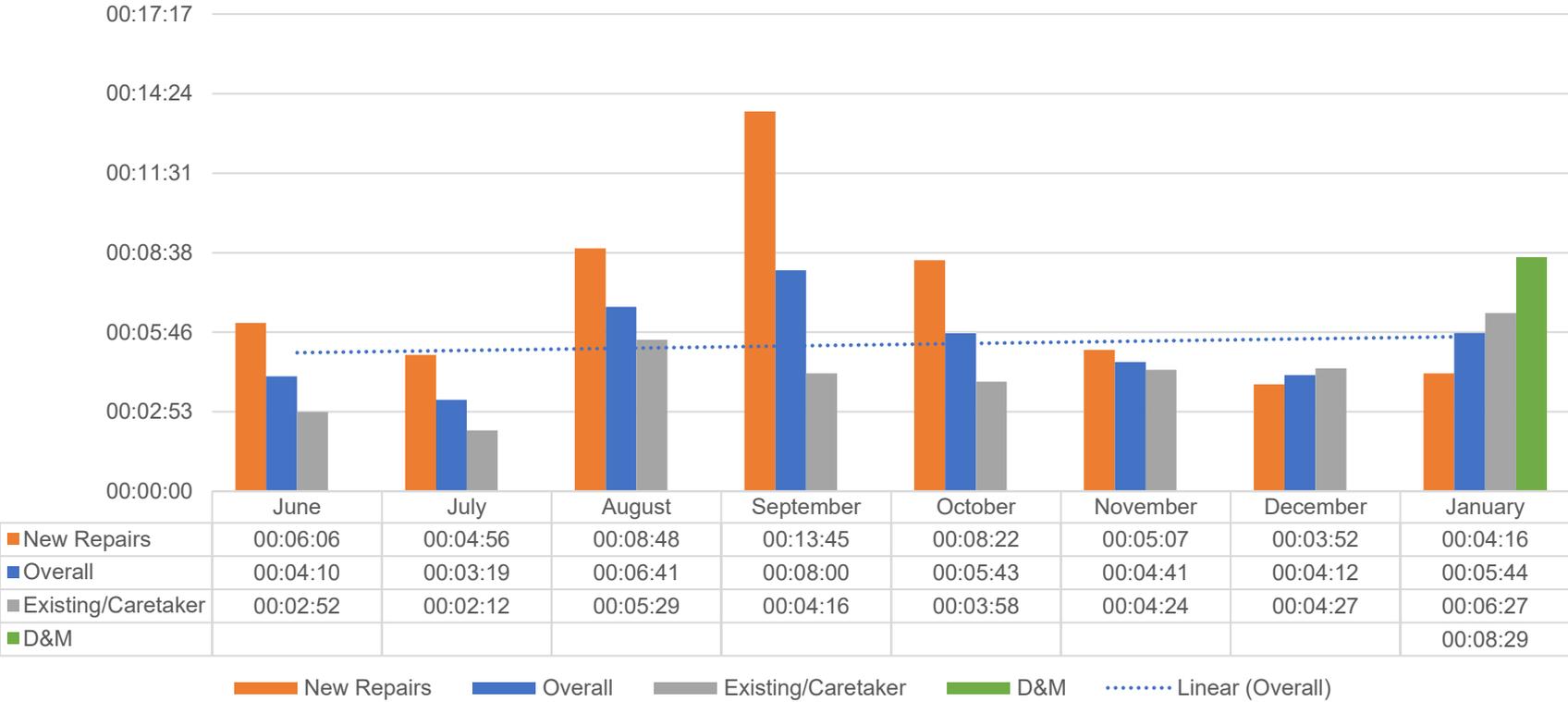
Call centre performance

Total Calls



Call centre performance

Average Queue Time



Repairs work outstanding

Indicator	Oct-25	Nov-25	Dec-25	Jan-26	2025/26
Number of responsive repairs work in progress (WIP) (provisional from November with Total Mobile transition)	7,681	5,042	5,007	5,804	5,804

Repairs raised by month

Aug	2821
Sep	3488
Oct	3763
Nov	3543
Dec	4294
Jan	3538
Total	21447

Repairs completed by month

Aug	2689
Sep	3145
Oct	4050
Nov	3469
Dec	2363
Jan	3322
Total	19038

Damp and Mould (D & M) performance post Awaab's Law

Reactive Works		November	December	January
1	New D&M cases in a month (self reported)	170	156	198
2	Number of D&M Vulnerability or CAT 1 Hazard assumed in a month	11	27	29
3	% of D&M vulnerability or CAT 1 hazard cases assumed and responded to in 24hrs in a month	100%	100%	62%
4a	Number of D&M cases assumed and responded to within 14 days in a month (CAT 2)	159	129 (100%)	120 (96%)
6	Number of households decanted as a result of D & M only (excludes disrepair cases where D&M may be a contributing factor)	1	0	0

Repairs Key Achievements



Total Mobile has gone live- Minimum Viable Product (MVP) further improvements to be implemented



Repairs portal in development for residents to book and manage their own appointments and see repairs history



Direct labour operatives completing over 65% of repairs with this increasing trend

Questions