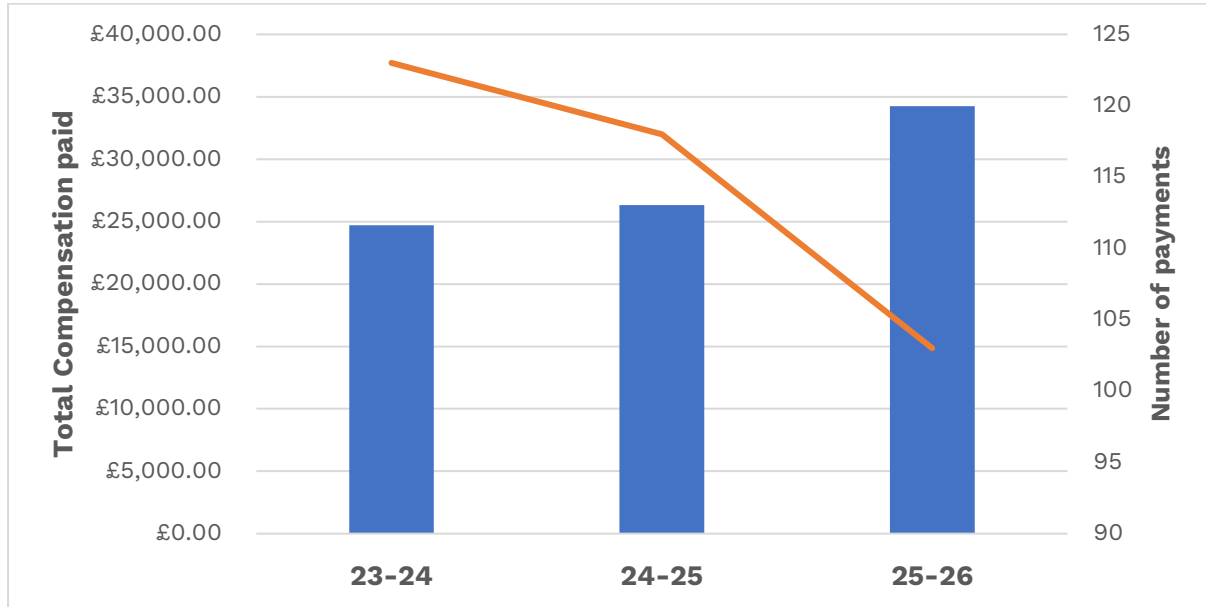


Appendix 1

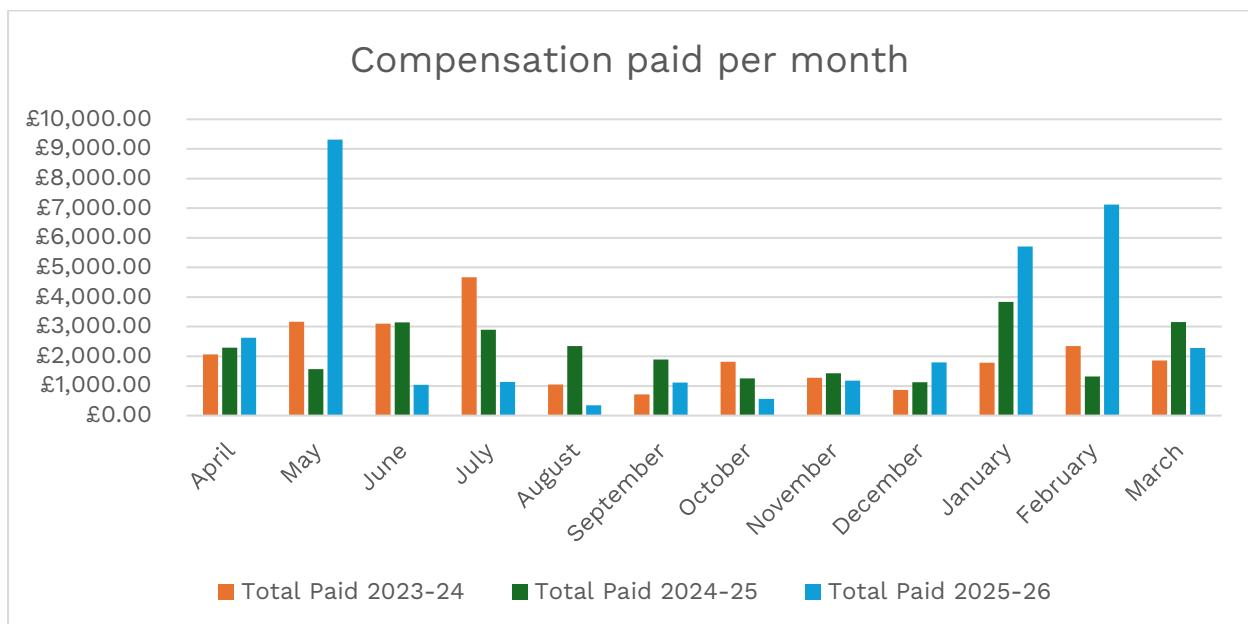
Compensation charts and graphs

Compensation paid v's number of payments



- Approximately a 30% increase from 2024-25 to 2025 -26

Compensation paid by month



Monthly Trend Analysis

Early spikes:

- May 2025: £8.7k
- Driven by DEVSC (£8.3k wardrobe cases)

Stable period:

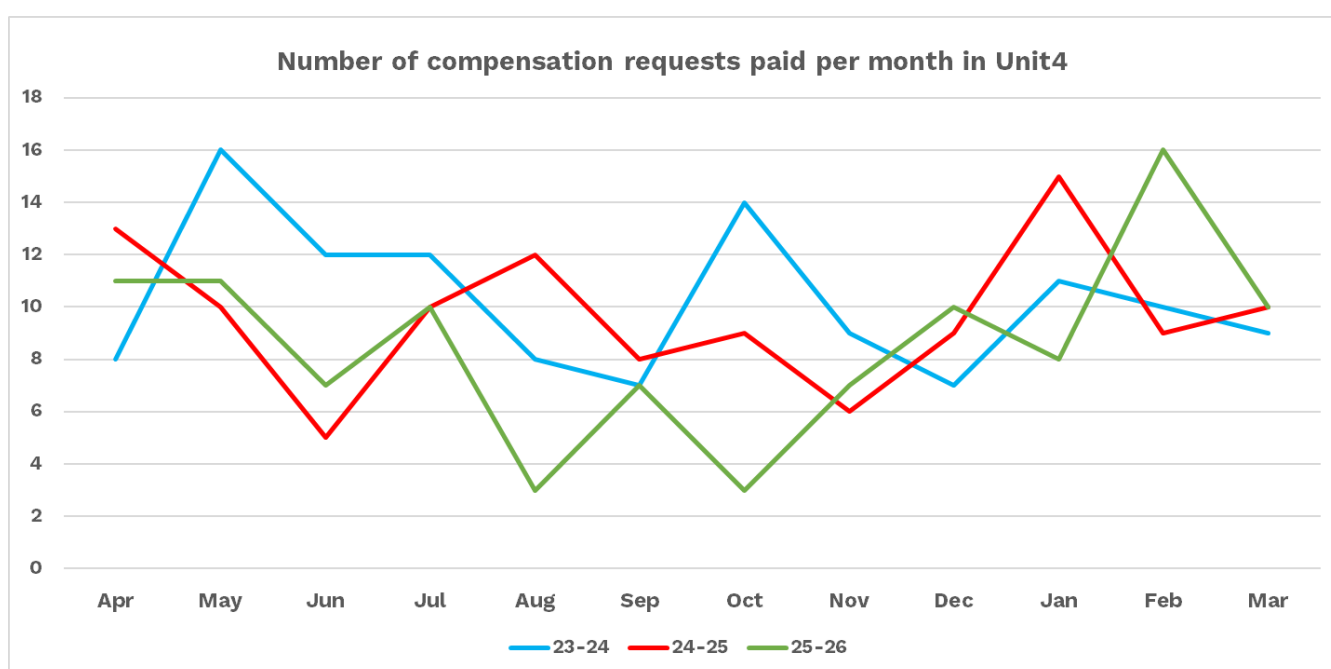
- June–November: mostly £500–£2k/month
- Major increase:
- Jan 2026: £5.7k
- White Willows heating issue cluster

Continued high:

Feb–Mar 2026:

£4.2k → £2.2k

Volume of compensation requests paid by month in Unit4



23-24	24-25	25-26
123	116	103

Compensation paid by cost centre code

Cost Centre	Total Compensation (£)	% of Total £	Number of Claims	% of Claims
MAINT	£18,708.40	54.6%	70	68.0%
DEVSC	£8300.00	24.2%	2	1.9%
GMNGT	£3344.00	9.8%	4	3.9%
GRENT	£1417.47	4.1%	10	9.7%
GCUST	£1170.00	3.4%	8	7.8%
P2029	£548.42	1.6%	3	2.9%
ZKELH	£350.00	1.0%	2	1.9%
GRTHM	£150.00	0.4%	1	1.0%
HSERV	£109.72	0.3%	1	1.0%
XXDAY	£100.00	0.3%	1	1.0%
LETTS	£50.00	0.1%	1	1.0%

Key Takeaways

1. MAINT is the Cost code with the largest amount of spend

- **68% of claims**
- **~55% of total spend**

Driven by:

- Repairs delays
- Contractor damage (DMC references)
- Heating / water issues
- Communication failures

2. High-value spikes distort spend

- DEVSC (£8.3k) = **2 cases only**
- White Willows cluster (~£5k in Jan 2026)

👉 Without these:

Baseline compensation dramatically lower

But underlying MAINT issues remain high-volume

3. GMNGT = high-risk category

- Avg £836 per claim (very high)

Driven by:

- Infestation (bed bugs, rats)
- Service failures linked to property condition

👉 **Low frequency, high severity risk**

4. GRENT

Often labelled “rent credits”

Includes:

- Delays to move-in
- Service disruption
- Financial hardship

Compensation by Theme

Theme	Amount Paid (£)	% of Total Paid	Number of Payments
General / Other complaints	£13,288	38.8%	41
Heating / Utilities	£5,204	15.2%	5
Delays to repairs (incl. missed appointments)	£3,881	11.3%	21
Pests / Infestation	£3,860	11.3%	5
Leaks / Water / Roofing	£2,660	7.8%	9
Rent / Credits / Financial adjustments	£1,877	5.5%	10
Damage during repairs	£1,838	5.4%	6
Contractor (DMC) related issues	£1,640	4.8%	6

Key Message

- **Highest volume:** Delays to repairs (21 cases)

- **Highest cost driver (specific):** Heating / utilities (£5.2k)
- **Largest overall category:** General complaints (39%) — indicates need for better root cause coding
- **High-risk themes:** Pests and heating (low volume, high value)