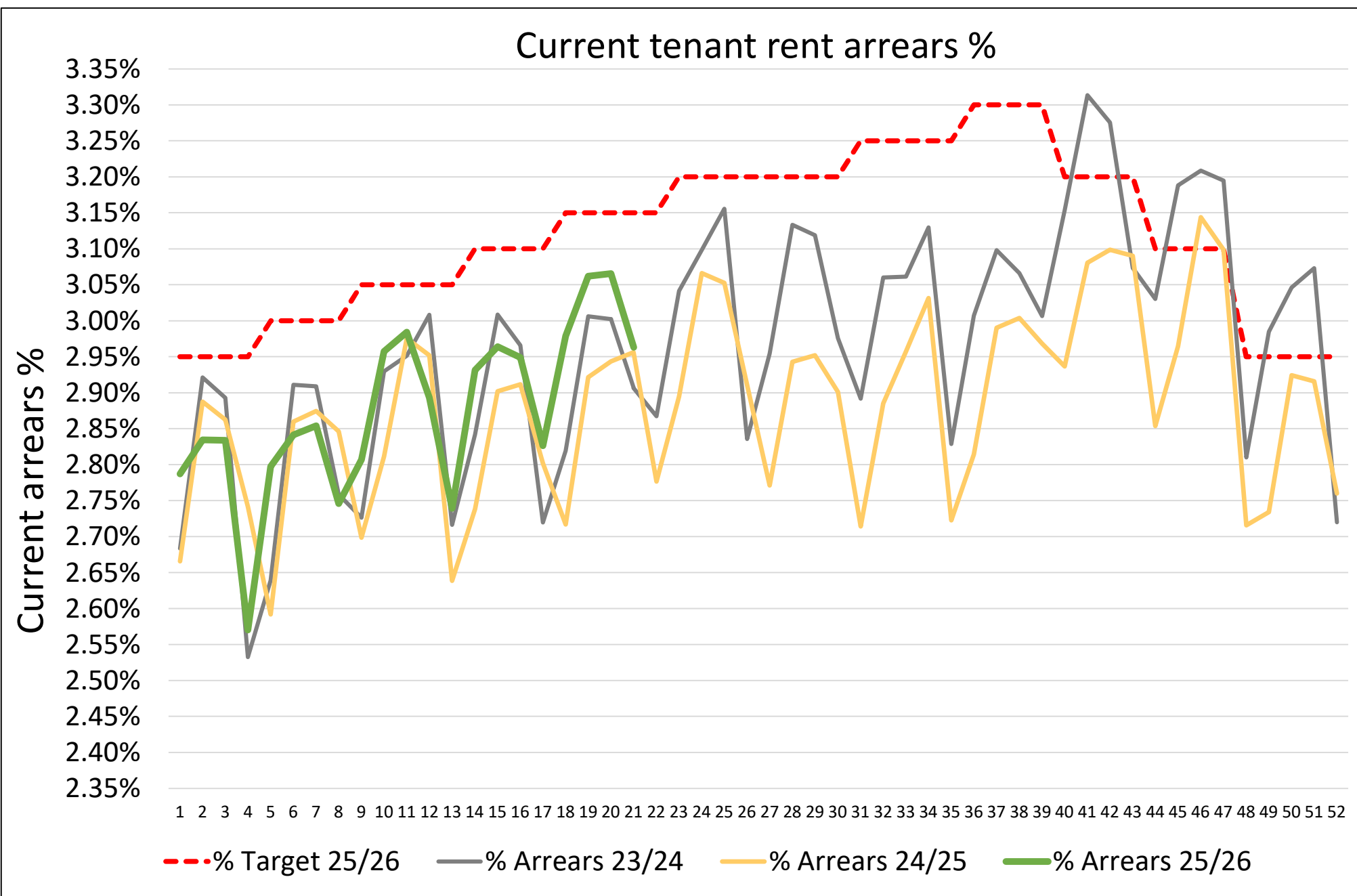
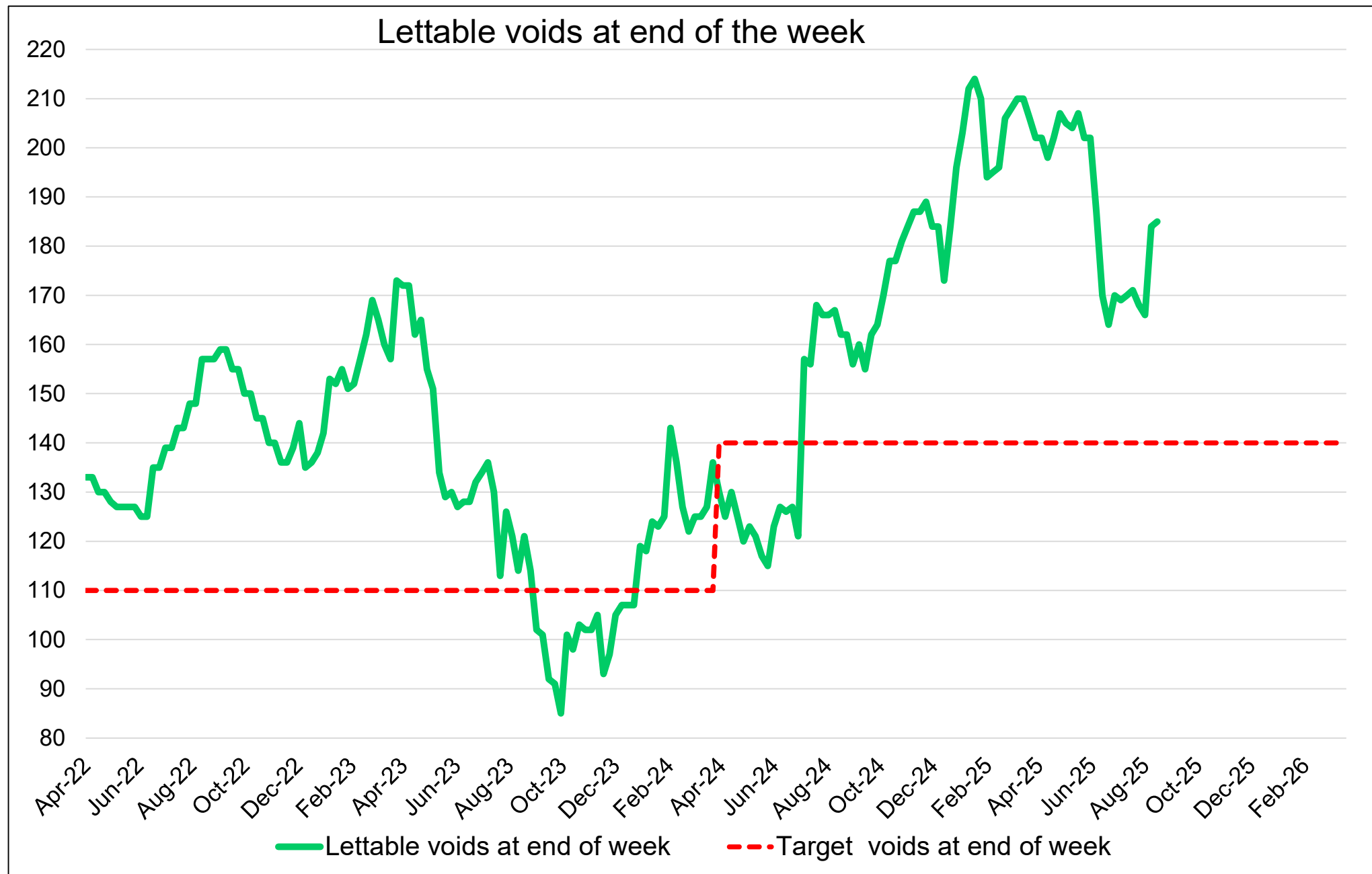
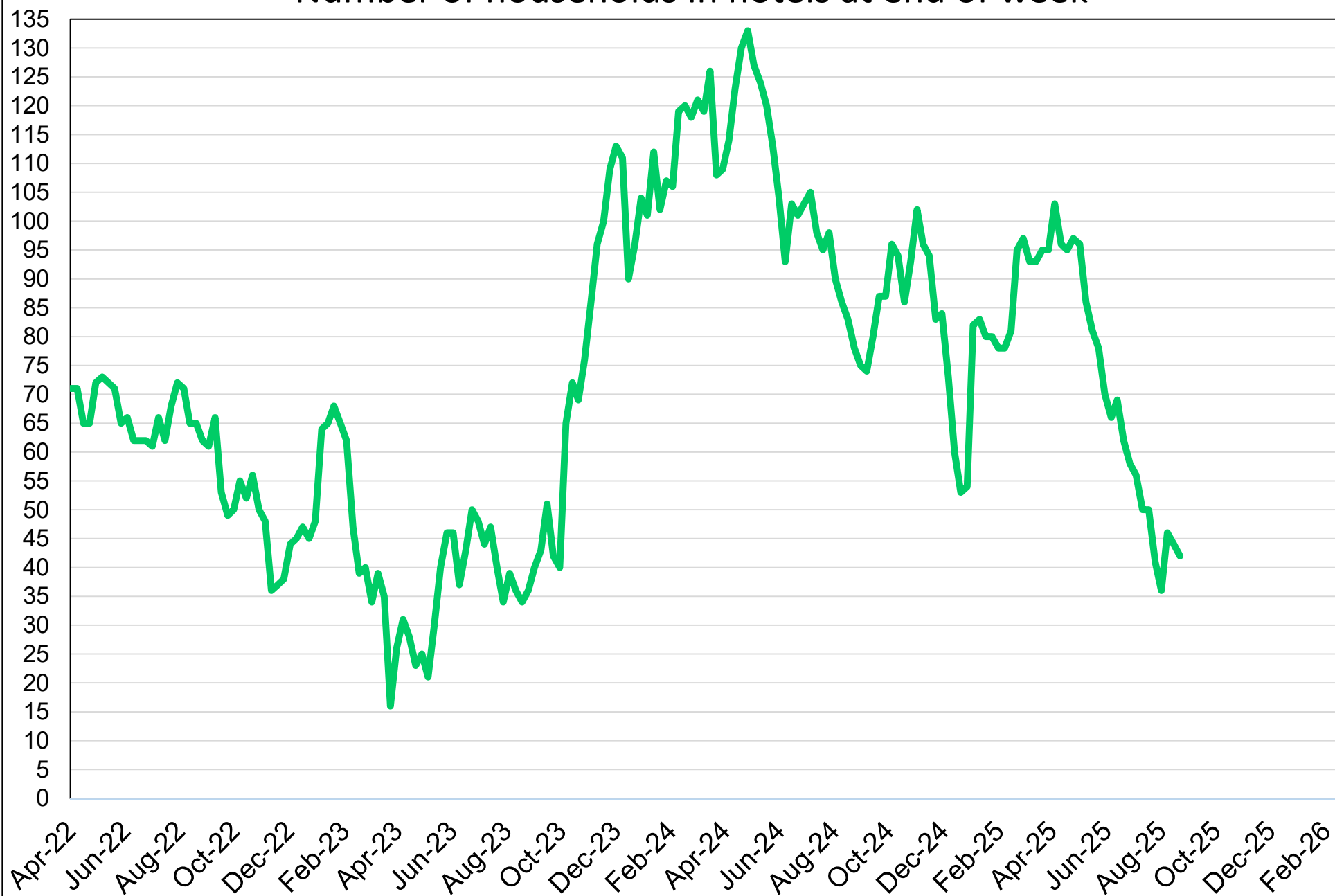


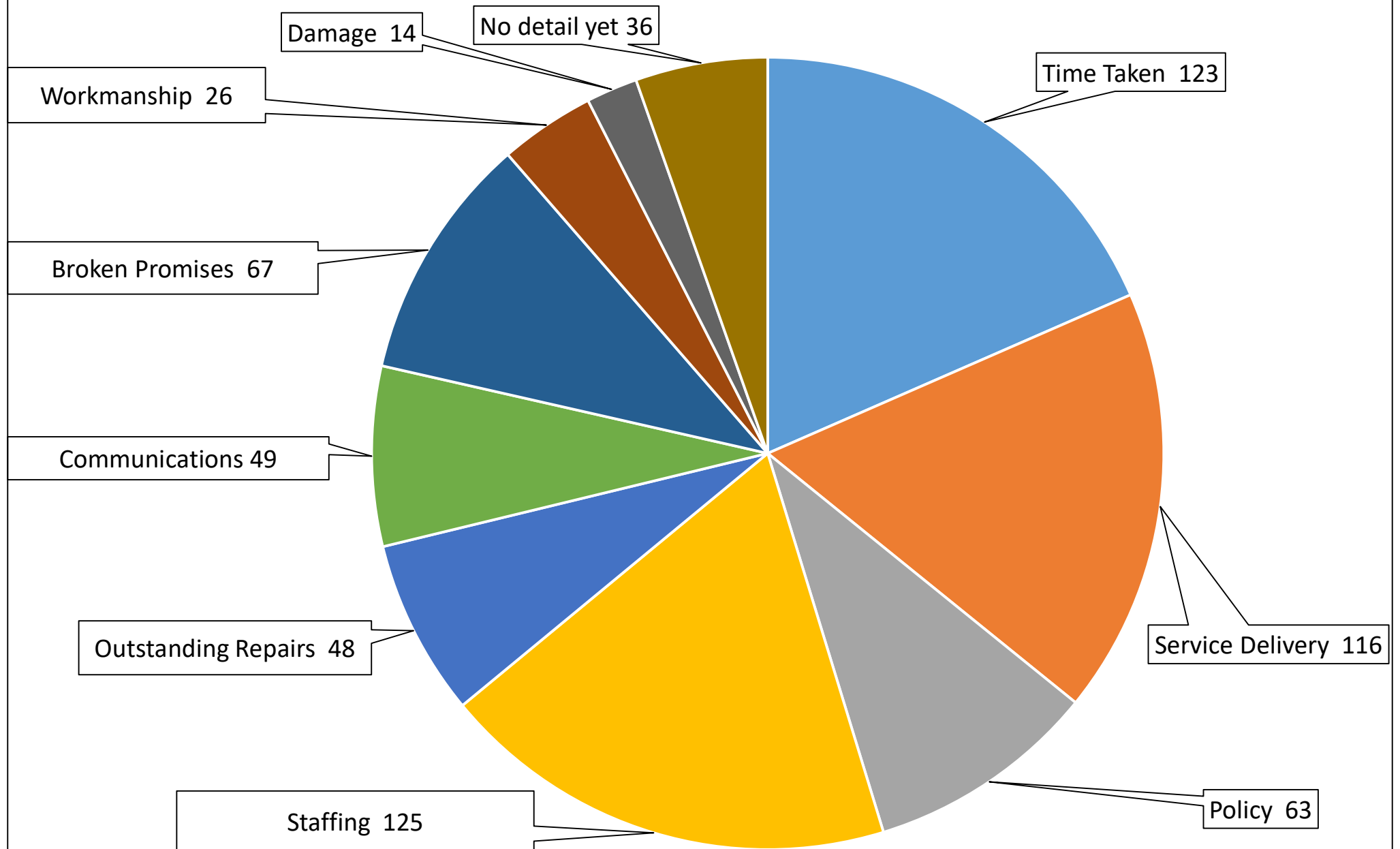
Performance Information : Week 21 2025/26 ending					31-Aug-25				
	Current Tenant Arrears %	Void rent loss % Year to date	Average Relet Time (calendar days) Year to date	Number of Households in hotels at period end (no target)	Total no. of complaints per 1,000 properties after 21 weeks	Tenancy Turnover % (new 25/26)	Tenancies sustained post support %	% Repairs - First Visit Complete	% Properties with a valid gas certificate
2025/26 Performance as at Week 21	2.96%	1.11%	27.1	42	31.6	2.18%	99.51%	96.60%	99.63%
Indicator value in 2025/26 at week 21	£2,766,228	£424,195	381 lettings 433 terminations		629 complaints	433 terminations creating a void	4 out of 809	11873 out of 12291 repairs	69 properties
Indicator compared to previous week	Better than last week	Same as last week	Worse than last week	Better than last week	Same as last week	Same as last week	Better than last week	Better than last week	Worse than last week
Change in week	-0.10%	0.00%	+0.0	-2	+0.0	0.00%	0.03%	0.02%	-0.04%
2025/26 profiled Target as at Week 21	3.15%	0.80%	24.0	no target 25/26	20.2	2.22%	97.25%	94.00%	100.00%
2024/25 Performance as at Week 21	2.96%	0.86%	25.3	83	29.6	n/a	98.35%	94.40%	99.72%
Indicator value in 2024/25 at week 21	£2,732,037	£237,949	421 lettings 464 terminations		589 complaints	n/a	7 out of 423	11706 out of 12255 repairs	52 properties
2024/25 profiled Target as at Week 21	2.95%	0.70%	20.0	no target 24/25	20.2	n/a	97.25%	94.00%	100.00%
Key : Meeting / better than target Close to / within tolerances of target Not meeting / worse than target									

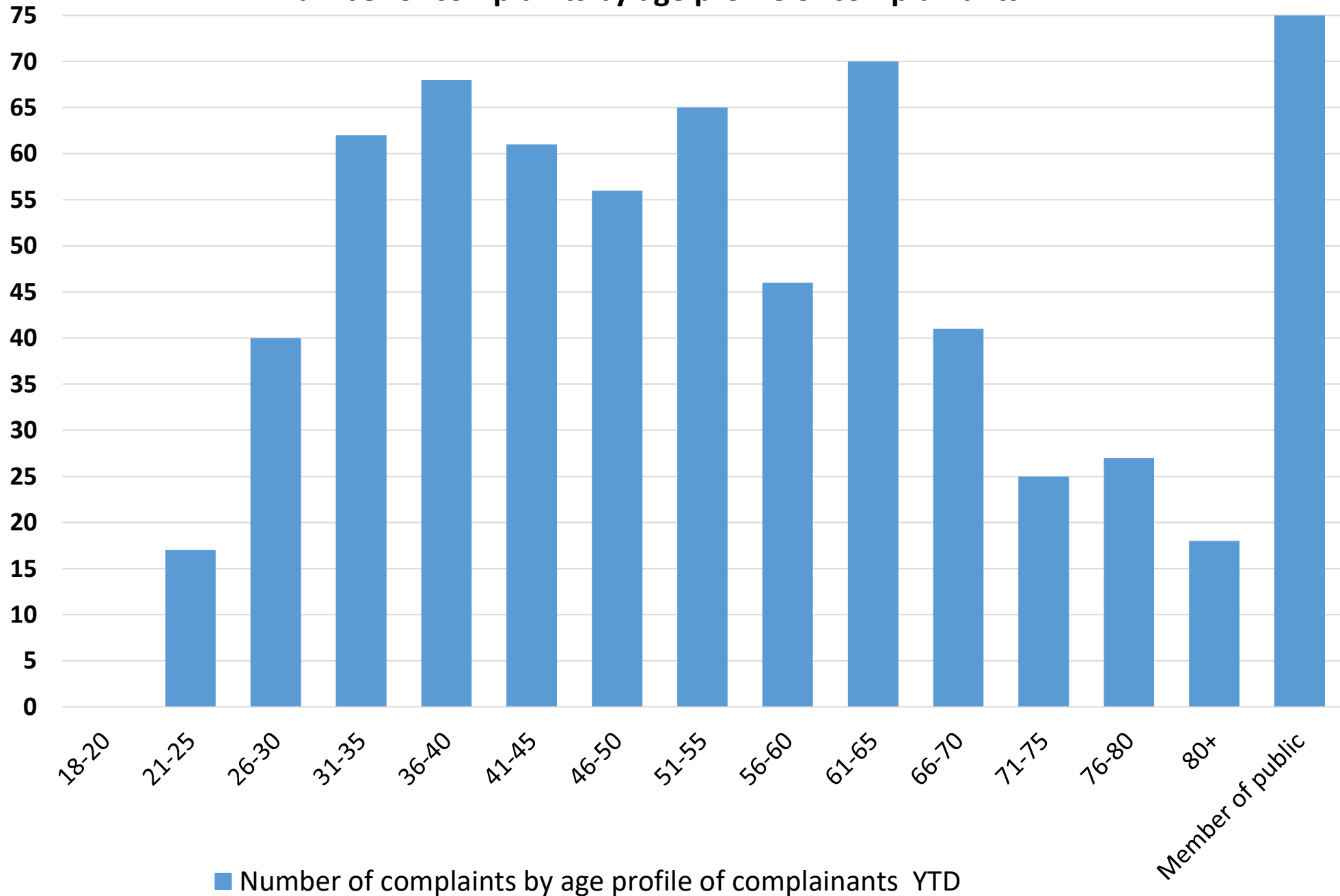




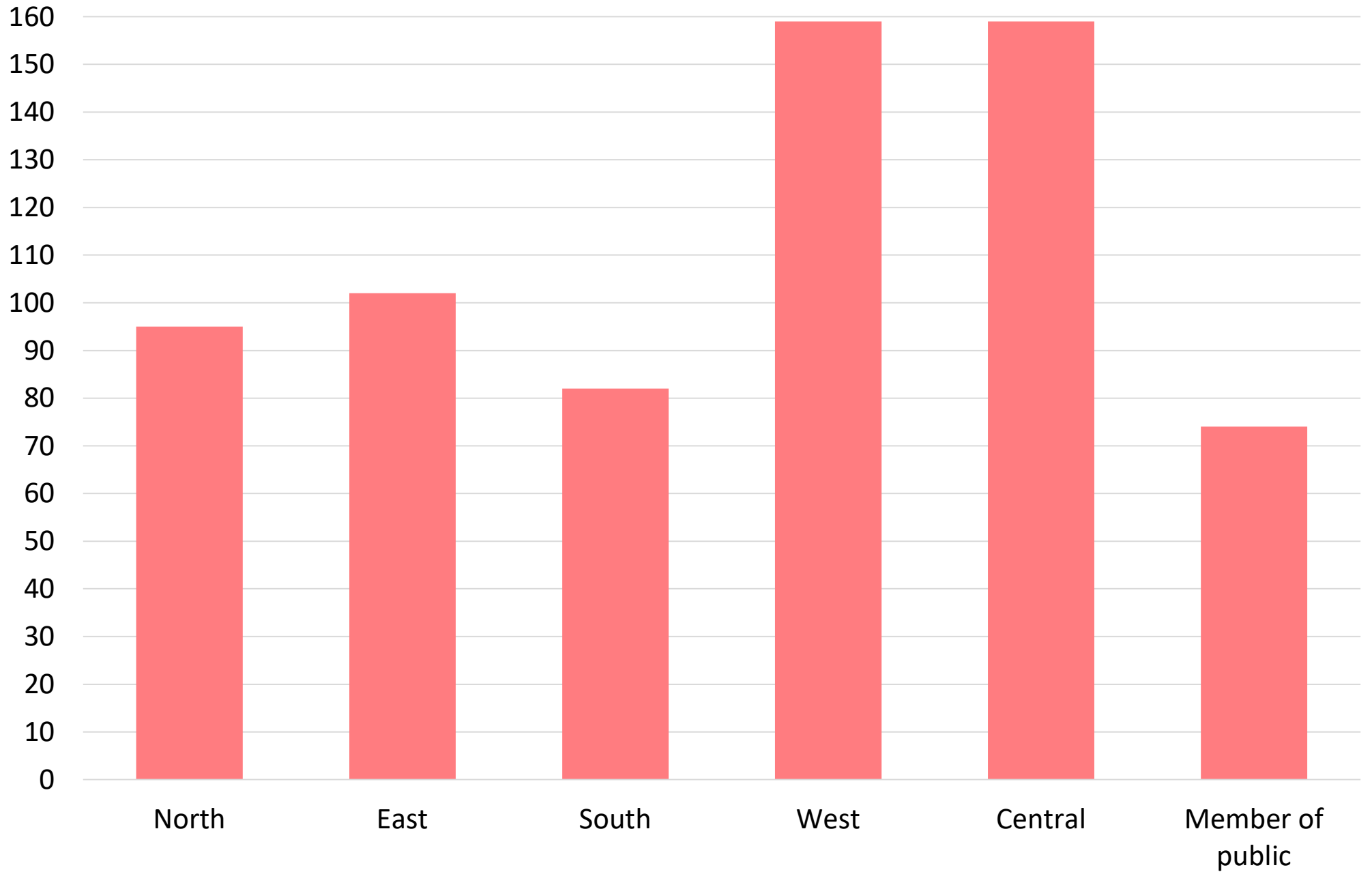
Number of households in hotels at end of week



Complaint numbers by type YTD 2025/26

Number of complaints by age profile of complainants YTD

Number of Complaints by Area YTD



Number of Complaints by Ward YTD

