

	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 51 weeks	Tenancy Turnover % (new 25/26)	Tenancies sustained post support %	% Repairs - First Visit Complete	% Properties with a valid has certificate
<b>2025/26 Performance as at Week 51</b>	<b>2.96%</b>	<b>1.00%</b>	<b>25.5</b>	<b>51</b>	<b>72.8</b>	<b>5.42%</b>	<b>99.38%</b>	<b>96.84%</b>	<b>99.85%</b>
2025/26 profiled Target as at Week 51	2.95%	0.80%	25.0	no target 25/26	49.1	5.39%	97.25%	94.00%	100.00%
Tolerance	3.25%	0.88%	27.5	n/a	54.0	5.93%	87.53%	84.60%	99.84%
Indicator value in 2025/26 at week 51	£2,770,221	£1,019,719	1040 lettings 1078 terminations		1449 actual complaints 976 target complaints	1078 actual terminations creating a void 1073 target terminations	10 out of 1616	31487 out of 32513 repairs	29 properties
Indicator compared to previous week	Better than last week	Same as last week	Worse than last week	Worse than last week	Same as last week	Better than last week	Better than last week	Same as last week	Same as last week
Change in week	-0.10%	0.00%	+0	+2	+0.0	-0.02%	0.01%	0.00%	0.00%
<b>2024/25 Performance as at Week 51</b>	<b>2.92%</b>	<b>0.93%</b>	<b>27.3</b>	<b>93</b>	<b>66.4</b>	<b>n/a</b>	<b>98.56%</b>	<b>95.25%</b>	<b>99.88%</b>
2024/25 profiled Target as at Week 51	2.75%	0.70%	24.0	no target 24/25	49.1	n/a	97.25%	94.00%	100.00%
Indicator value in 2024/25 at week 51	£2,696,195	£514,599	981 lettings 1131 terminations		1321 complaints	n/a	16 out of 1109	31927 out of 33579 repairs	22 properties

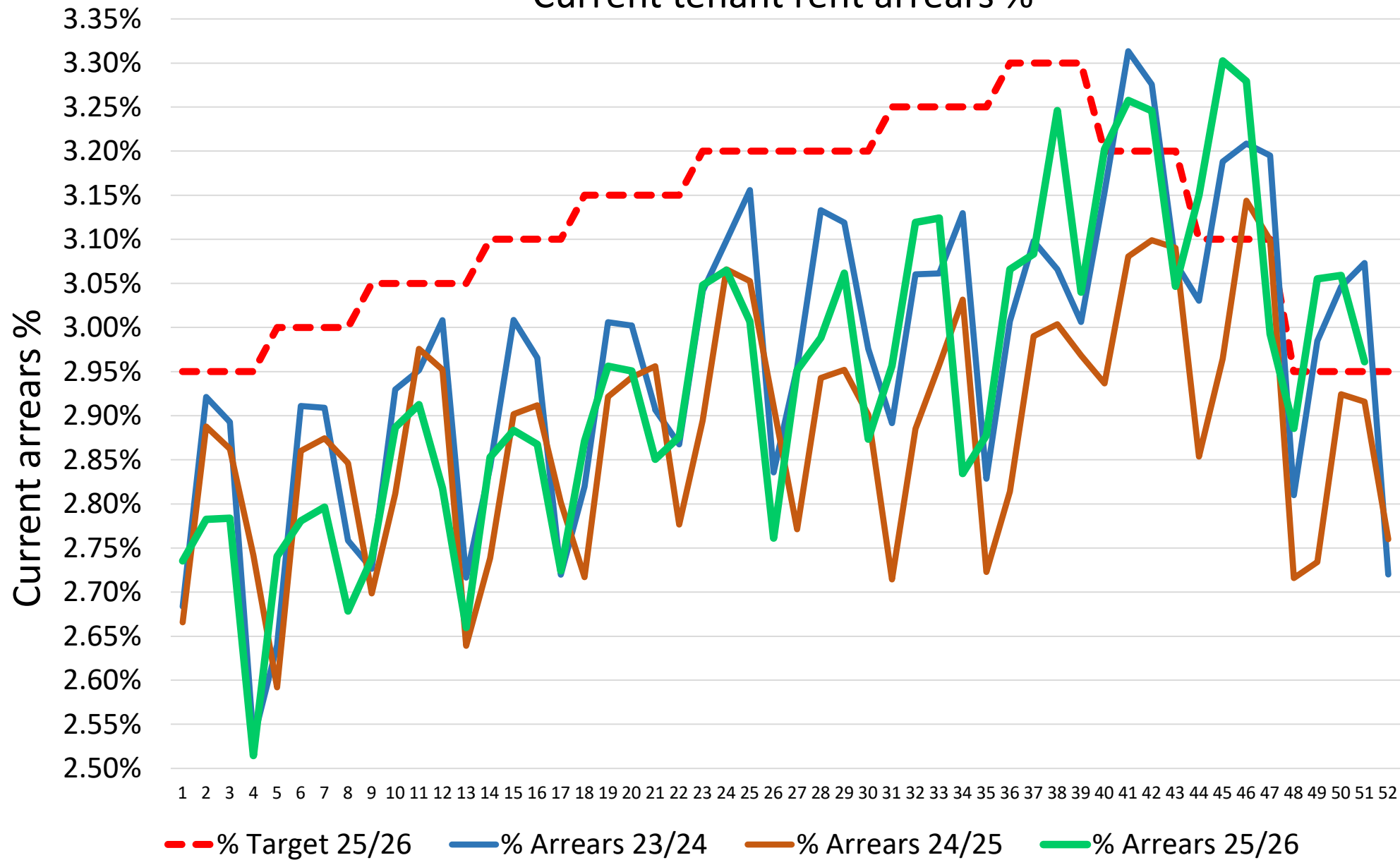
Key :

Meeting / better than target

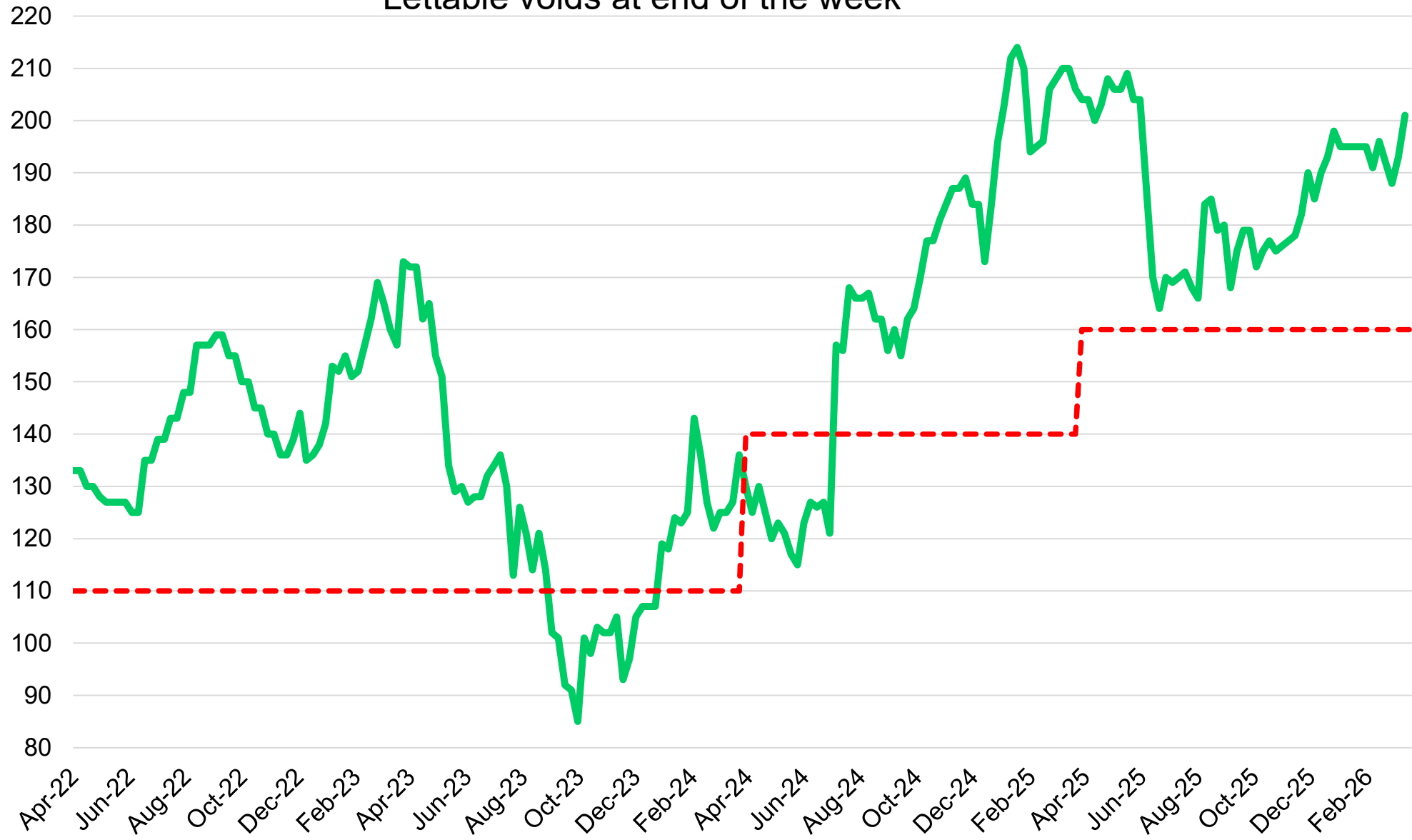
Close to / within tolerances of target

Not meeting / worse than target

### Current tenant rent arrears %

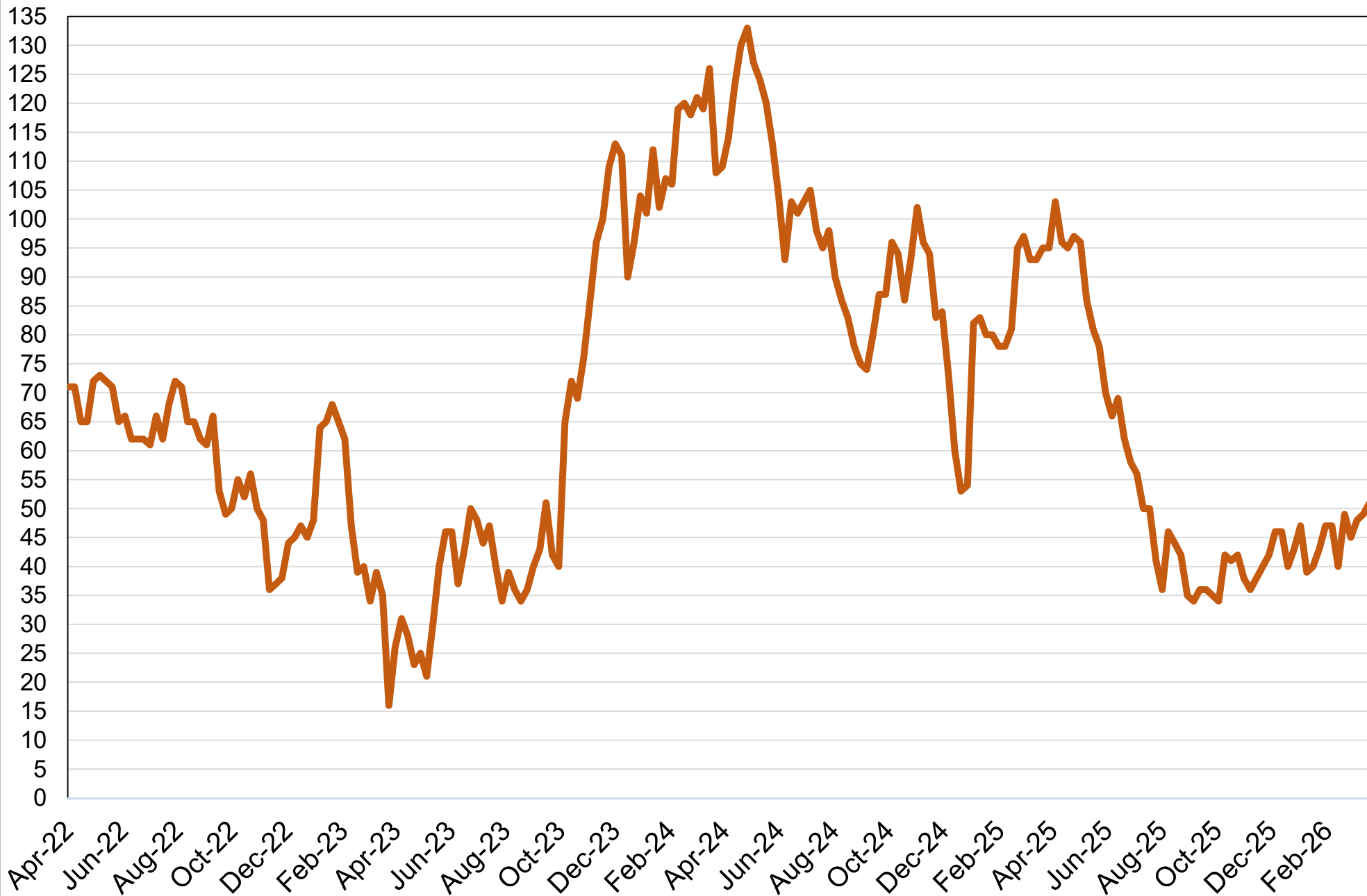


### Lettable voids at end of the week

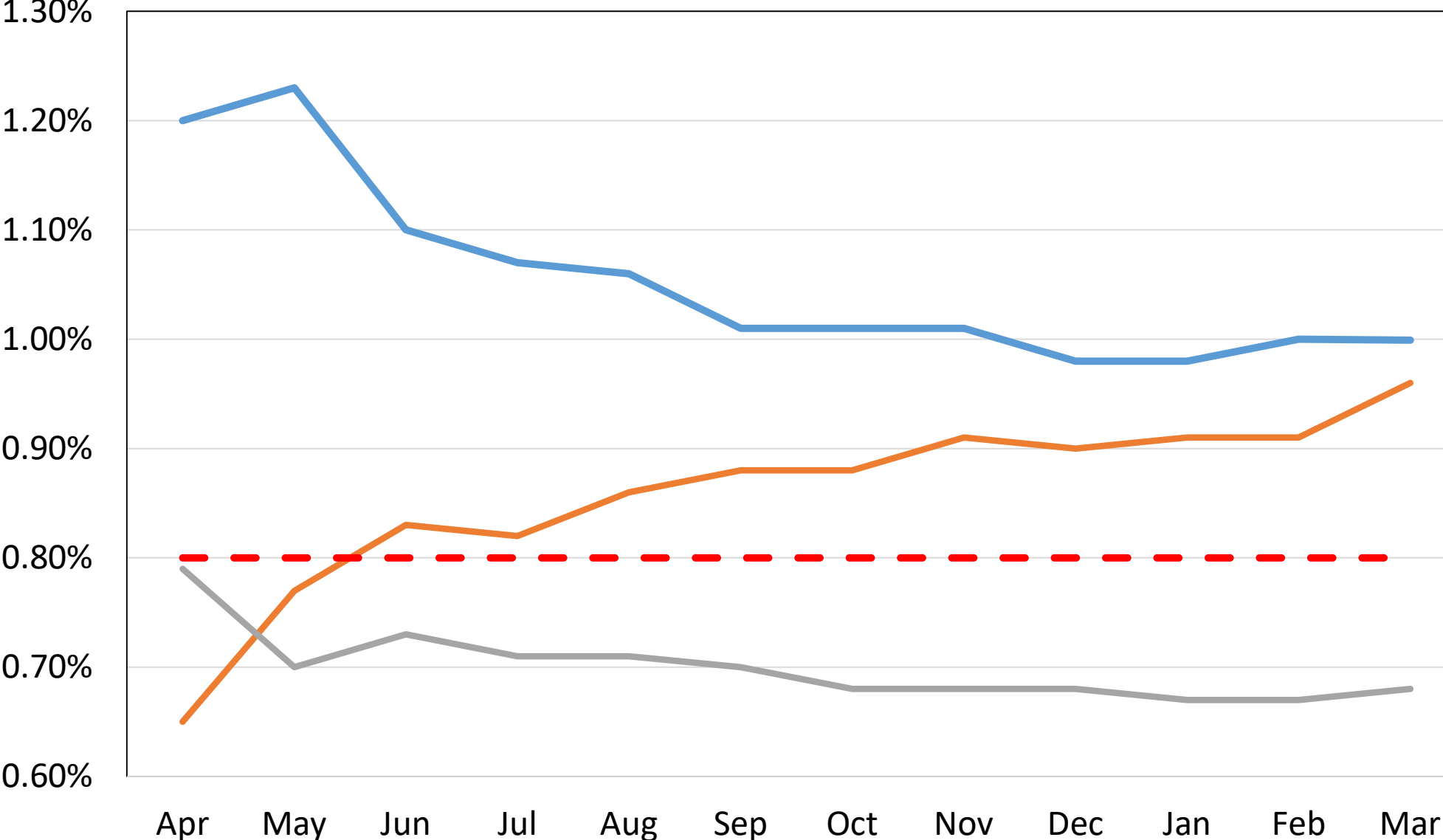


— Lettable voids at end of week      - - - Target voids at end of week

### Number of households in hotels at end of week



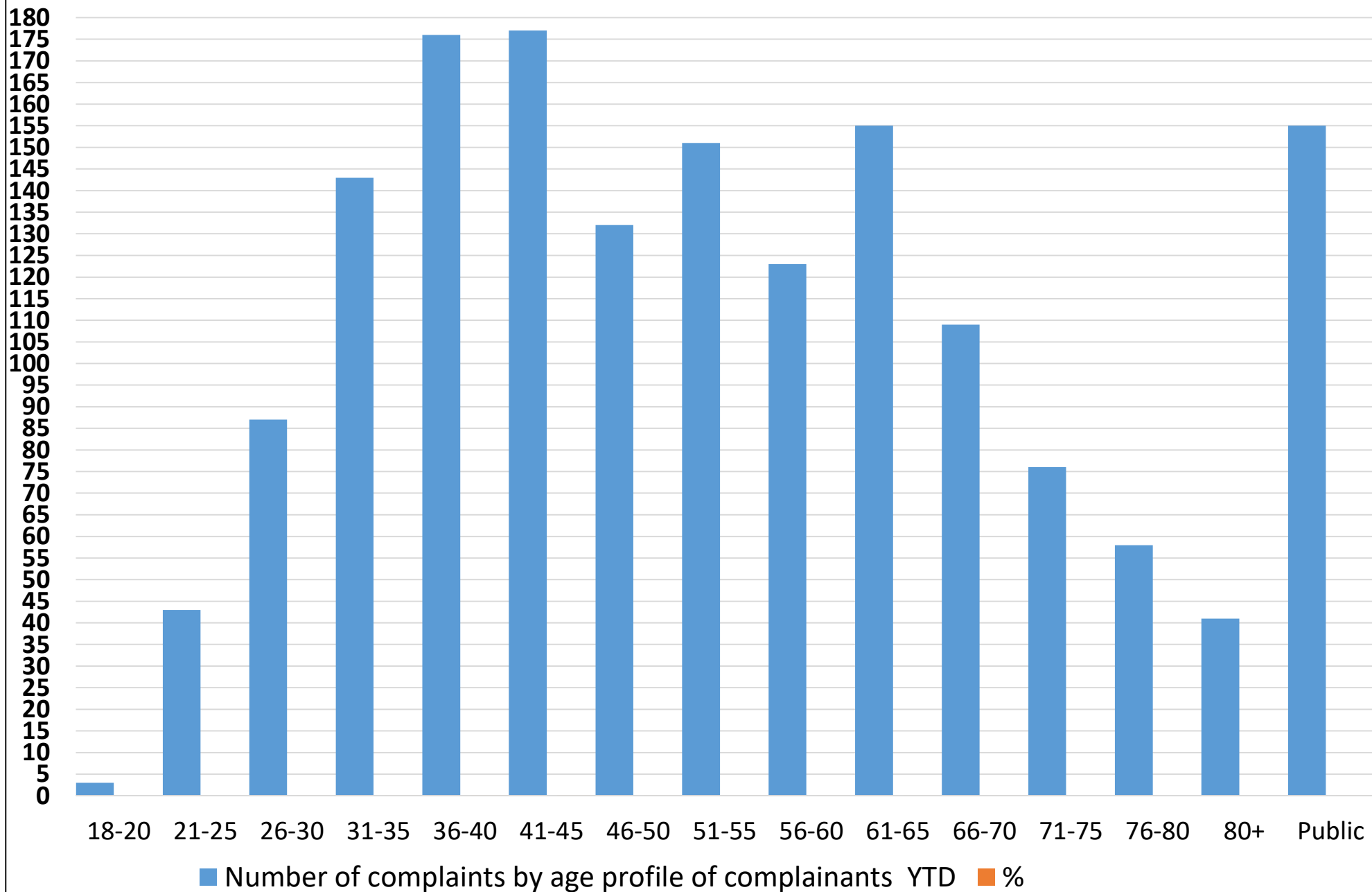
### Void Rent Loss YTD



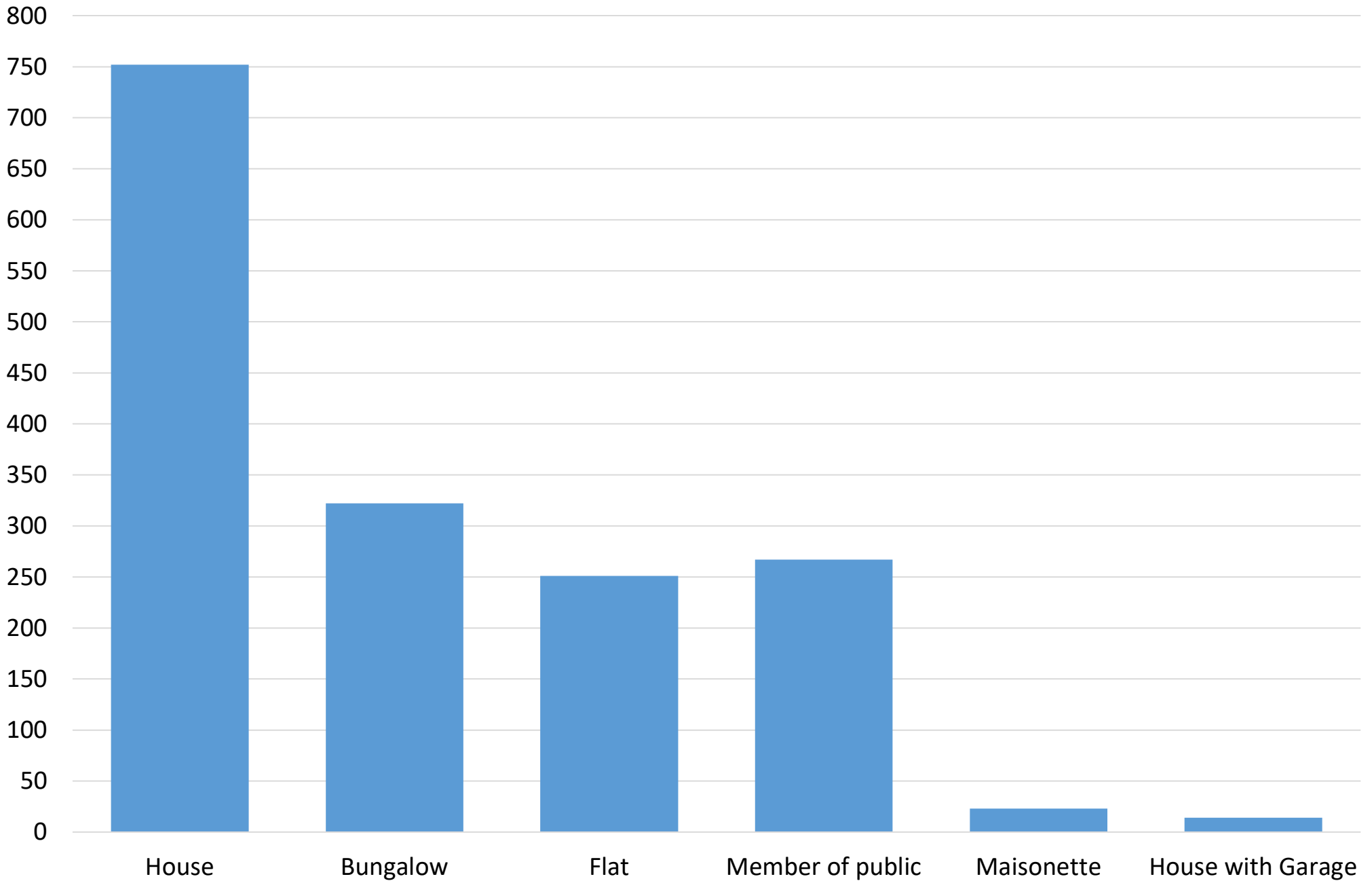
— 25/26 void rent loss % YTD  
— 23/24 void rent loss % YTD

— 24/25 void rent loss % YTD  
- - - 25/26 void rent loss target %

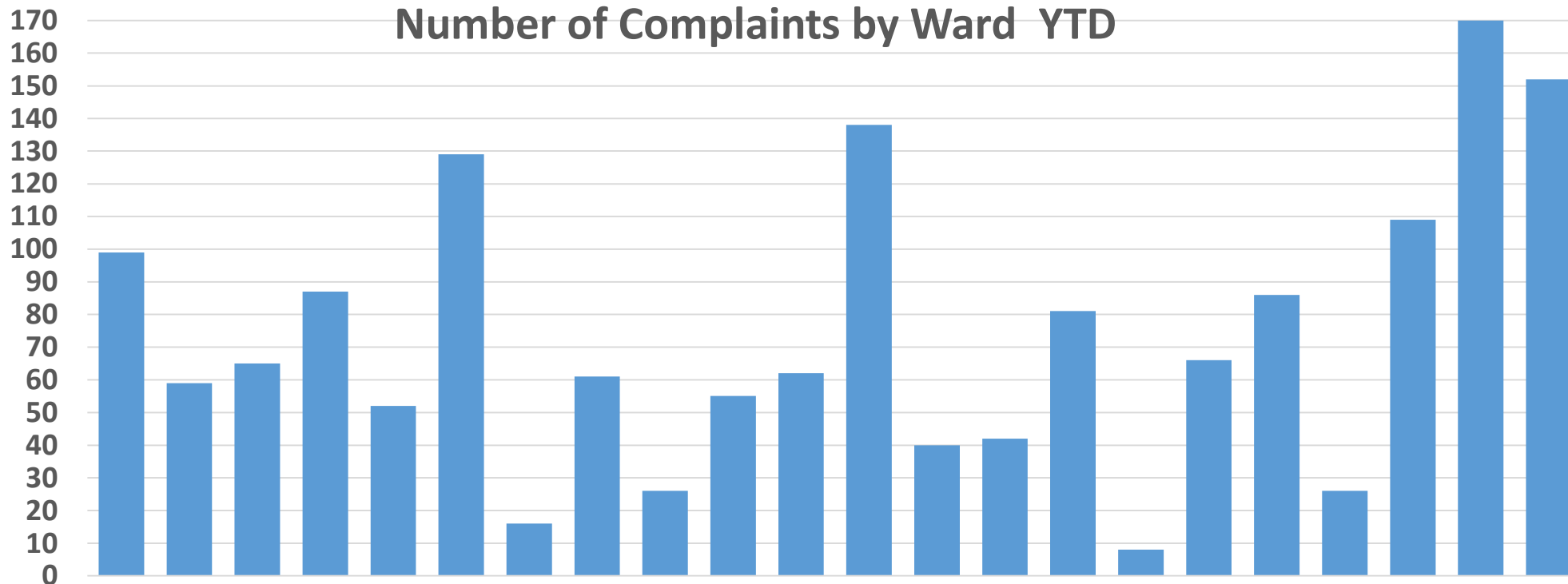
### Number of complaints by age profile YTD



Number of complaints by property type YTD



### Number of Complaints by Ward YTD



### Complaint numbers by type YTD 2025/26

