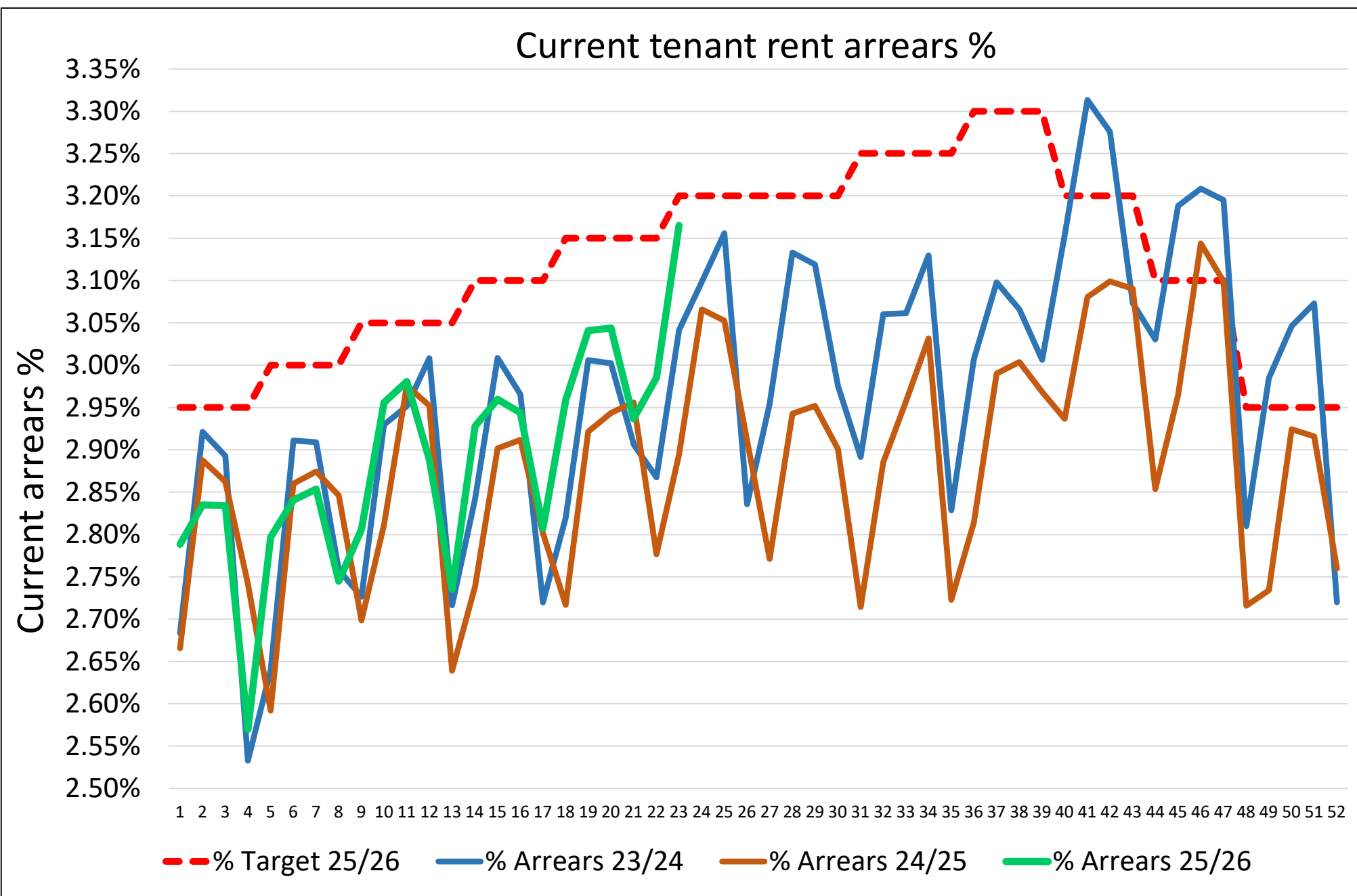
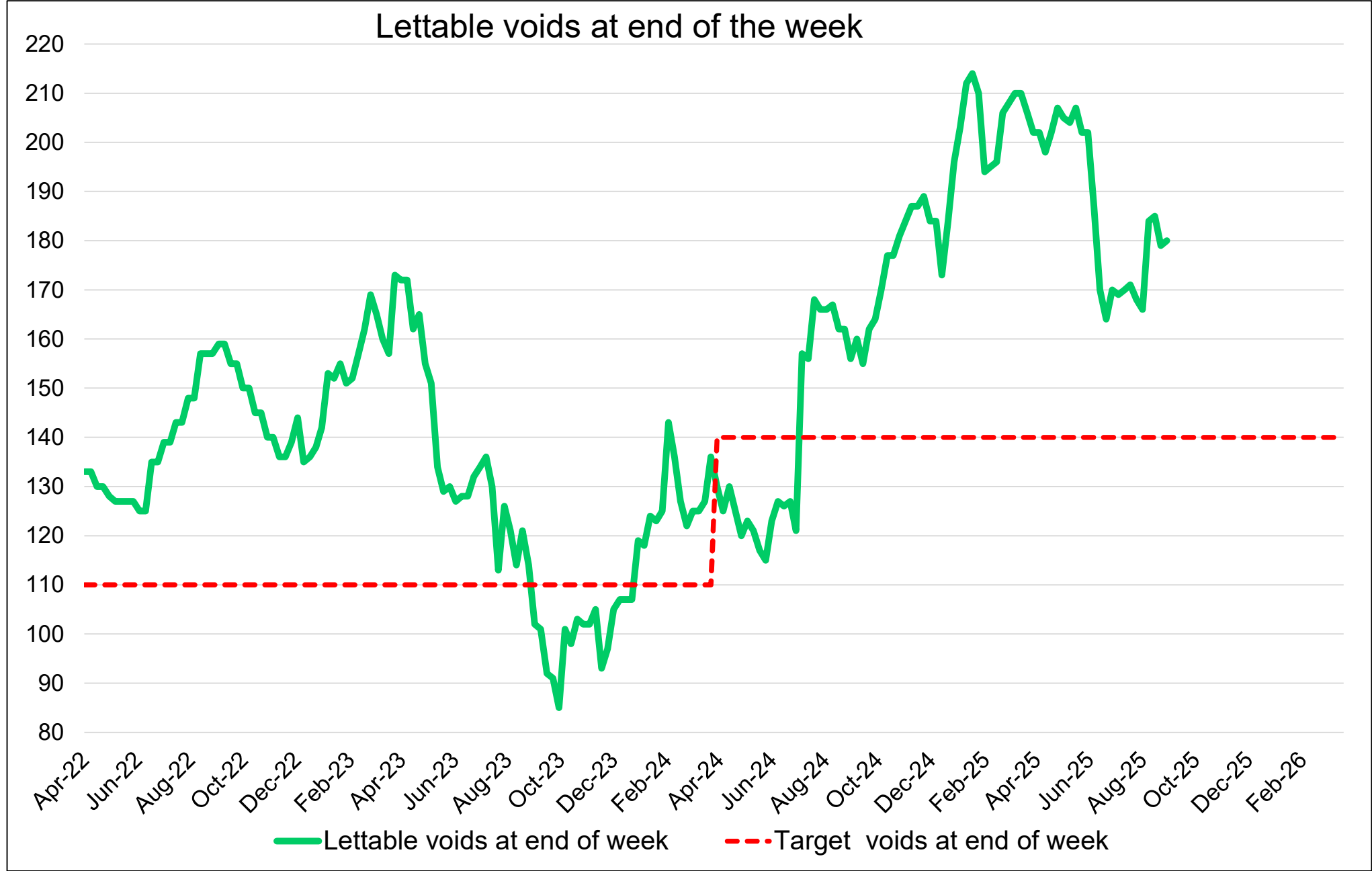
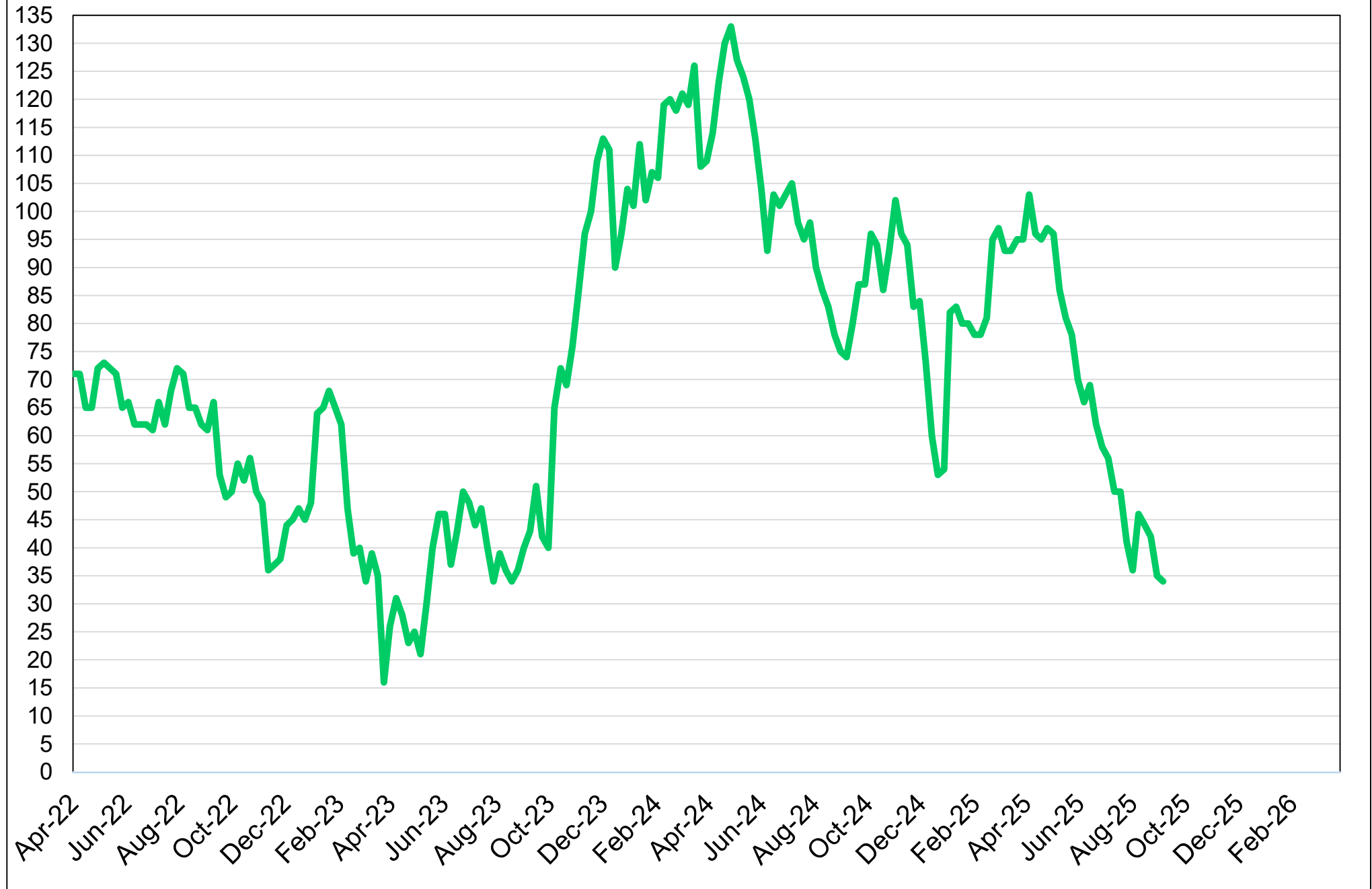


Performance Information : Week 23 2025/26 ending					14-Sep-25				
	Current Tenant Arrears %	Void rent loss % Year to date	Average Relet Time (calendar days) Year to date	Number of Households in hotels at period end (no target)	Total no. of complaints per 1,000 properties after 23 weeks	Tenancy Turnover % (new 25/26)	Tenancies sustained post support %	% Repairs - First Visit Complete	% Properties with a valid gas certificate
2025/26 Performance as at Week 23	3.17%	1.11%	26.8	34	36.3	2.42%	99.53%	96.65%	99.67%
Indicator value in 2025/26 at week 23	£2,955,054	£462,546	486 lettings 482 terminations		723 complaints	482 terminations creating a void	4 out of 859	13000 out of 13450 repairs	62 properties
Indicator compared to previous week	Worse than last week	Same as last week	Worse than last week	Better than last week	Worse than last week	Worse than last week	Better than last week	Better than last week	Better than last week
Change in week	0.18%	0.00%	+0.0	-1	+1.0	0.01%	0.01%	0.05%	0.04%
2025/26 profiled Target as at Week 23	3.20%	0.80%	24.0	no target 25/26	22.1	2.43%	97.25%	94.00%	100.00%
2024/25 Performance as at Week 23	2.89%	0.87%	25.1	75	32.3	n/a	98.39%	94.55%	99.76%
Indicator value in 2024/25 at week 23	£2,675,481	£256,892	450 lettings 510 terminations		643 complaints	n/a	8 out of 496	12676 out of 13265 repairs	45 properties
2024/25 profiled Target as at Week 23	3.00%	0.70%	20.0	no target 24/25	22.1	n/a	97.25%	94.00%	100.00%
Key :	Meeting / better than target		Close to / within tolerances of target			Not meeting / worse than target			

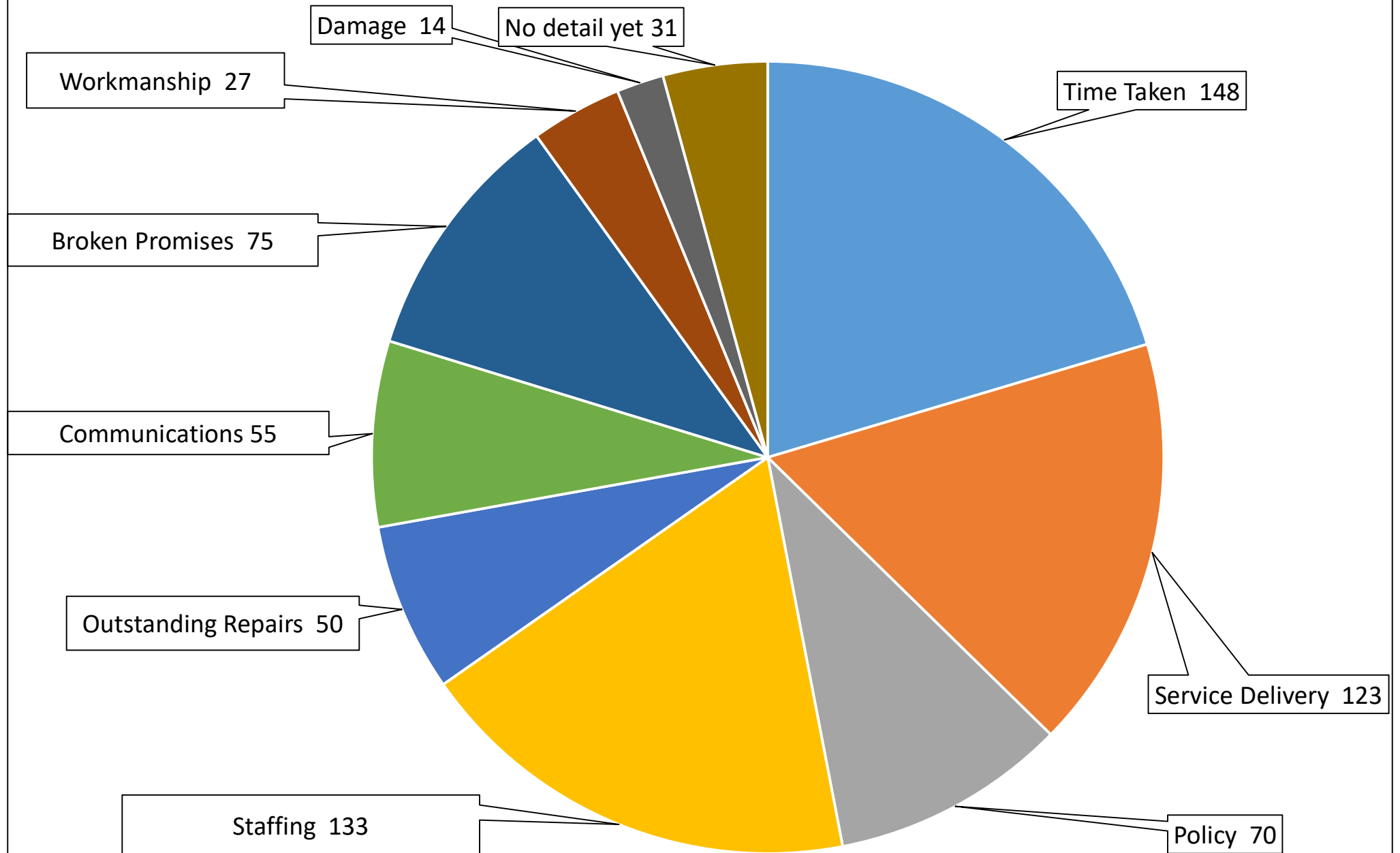




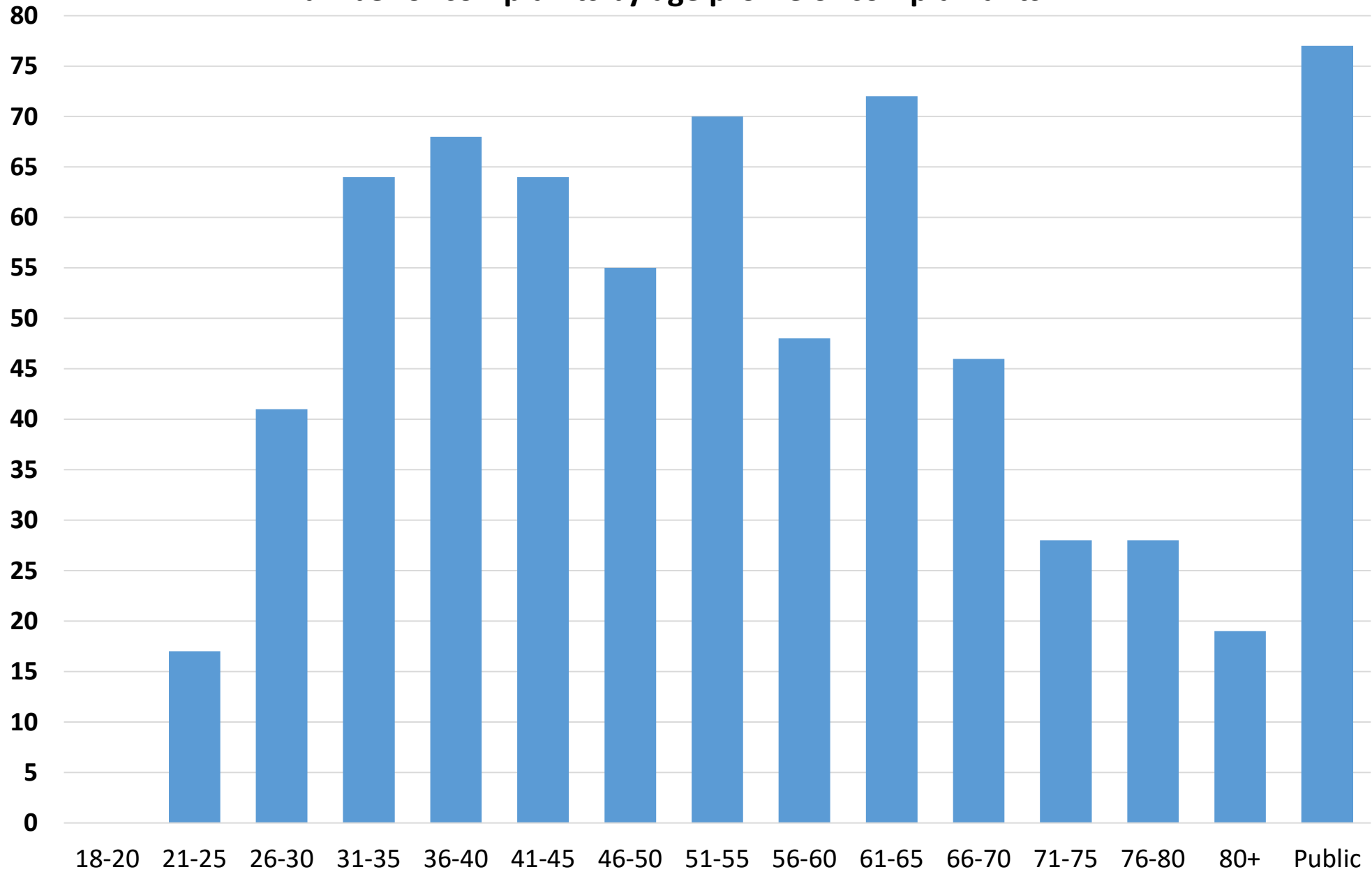
Number of households in hotels at end of week



Complaint numbers by type YTD 2025/26

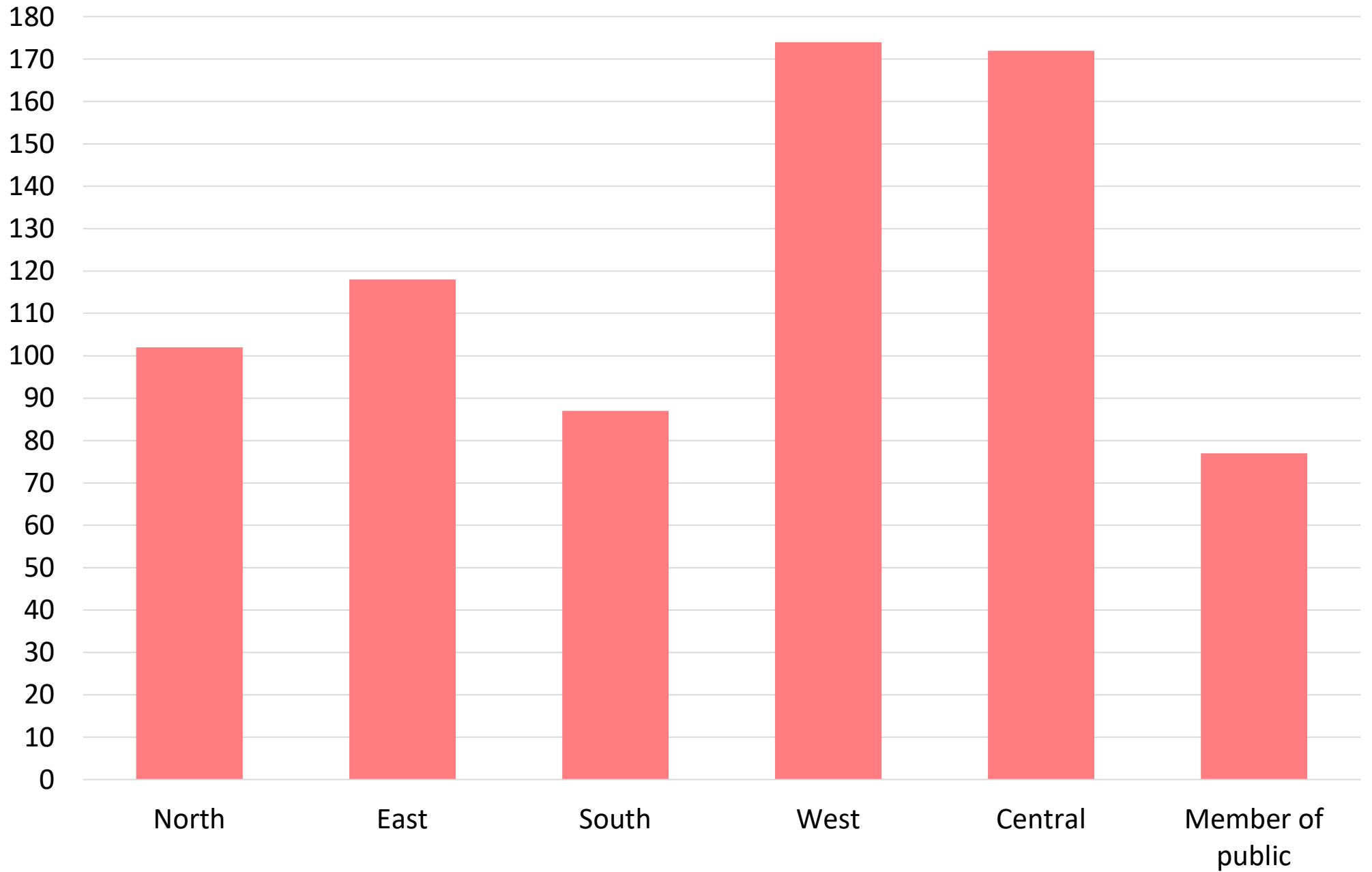


Number of complaints by age profile of complainants YTD



■ Number of complaints by age profile of complainants YTD

Number of Complaints by Area YTD



Number of Complaints by Ward YTD

