

	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 40 weeks	Tenancy Turnover % (new 25/26)	Tenancies sustained post support %	% Repairs - First Visit Complete	% Properties with a valid has certificate
2025/26 Performance as at Week 40	3.30%	1.07%	25.0	47	62.2	4.24%	99.33%	96.76%	99.90%
2025/26 profiled Target as at Week 40	3.20%	0.80%	25.0	no target 25/26	38.5	4.23%	97.25%	94.00%	100.00%
Tolerance	3.52%	0.88%	27.5	n/a	42.3	4.65%	87.53%	84.60%	99.84%
Indicator value in 2025/26 at week 40	£3,083,236	£777,053	819 lettings 844 terminations		1238 actual complaints 765 target complaints	844 actual terminations creatinh a void 842 target terminations	9 out of 1353	23978 out of 24780 repairs	19 properties
Indicator compared to previous week	Worse than last week	Same as last week	Worse than last week	Worse than last week	Worse than last week	Worse than last week	Better than last week	Better than last week	Same as last week
Chanhe in week	0.18%	0.00%	+0.0	+4	+0.9	0.05%	0.01%	0.02%	0.00%
2024/25 Performance as at Week 40	2.94%	0.91%	26.2	54	51.7	n/a	98.62%	94.99%	99.90%
2024/25 profiled Target as at Week 40	3.00%	0.70%	24.0	no target 24/25	38.5	n/a	97.25%	94.00%	100.00%
Indicator value in 2024/25 at week 40	£2,715,246	£402,286	746 lettings 866 terminations		1029 complaints	n/a	12 out of 867	24034 out of 25195 repairs	18 properties

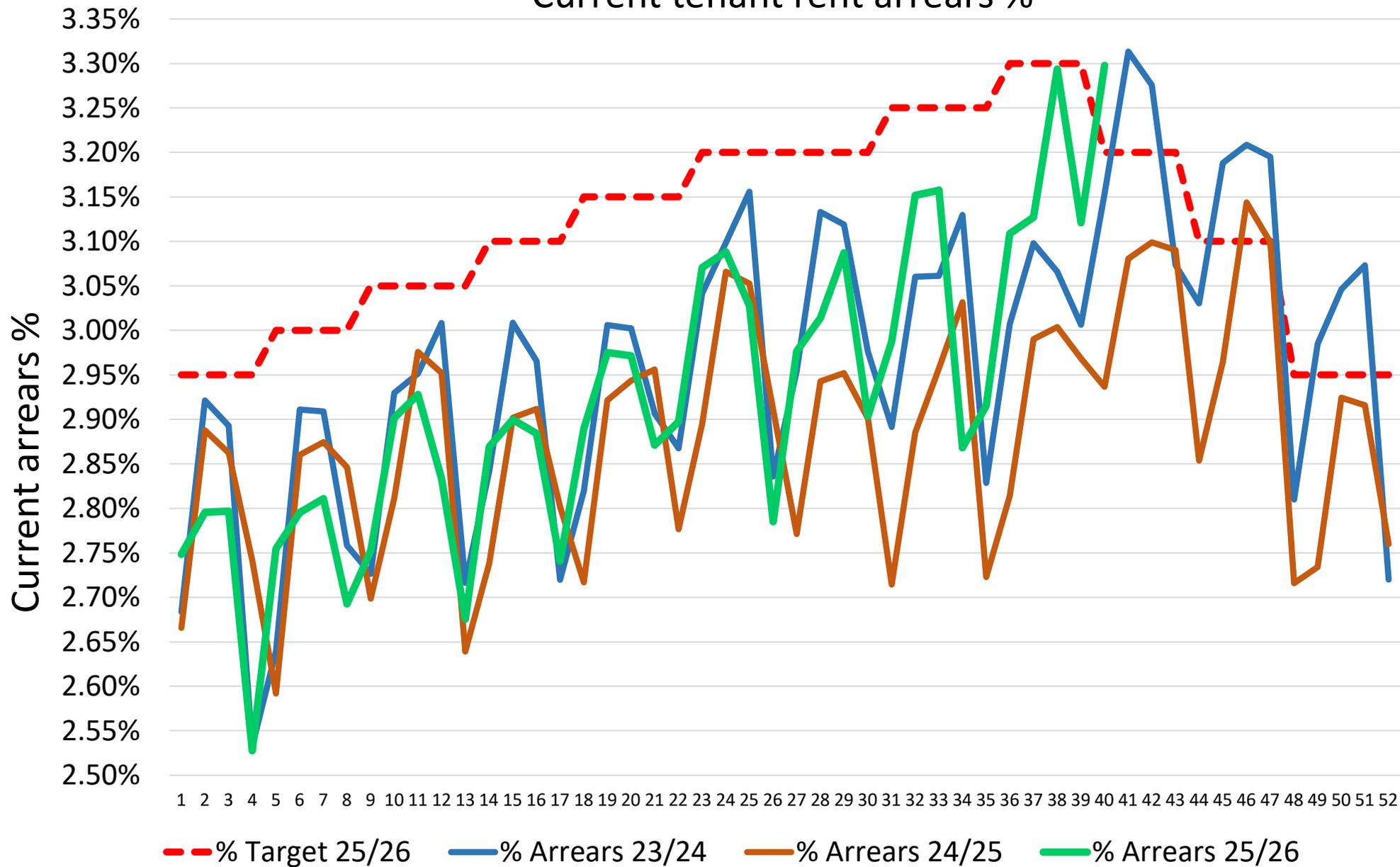
Key :

Meeting / better than target

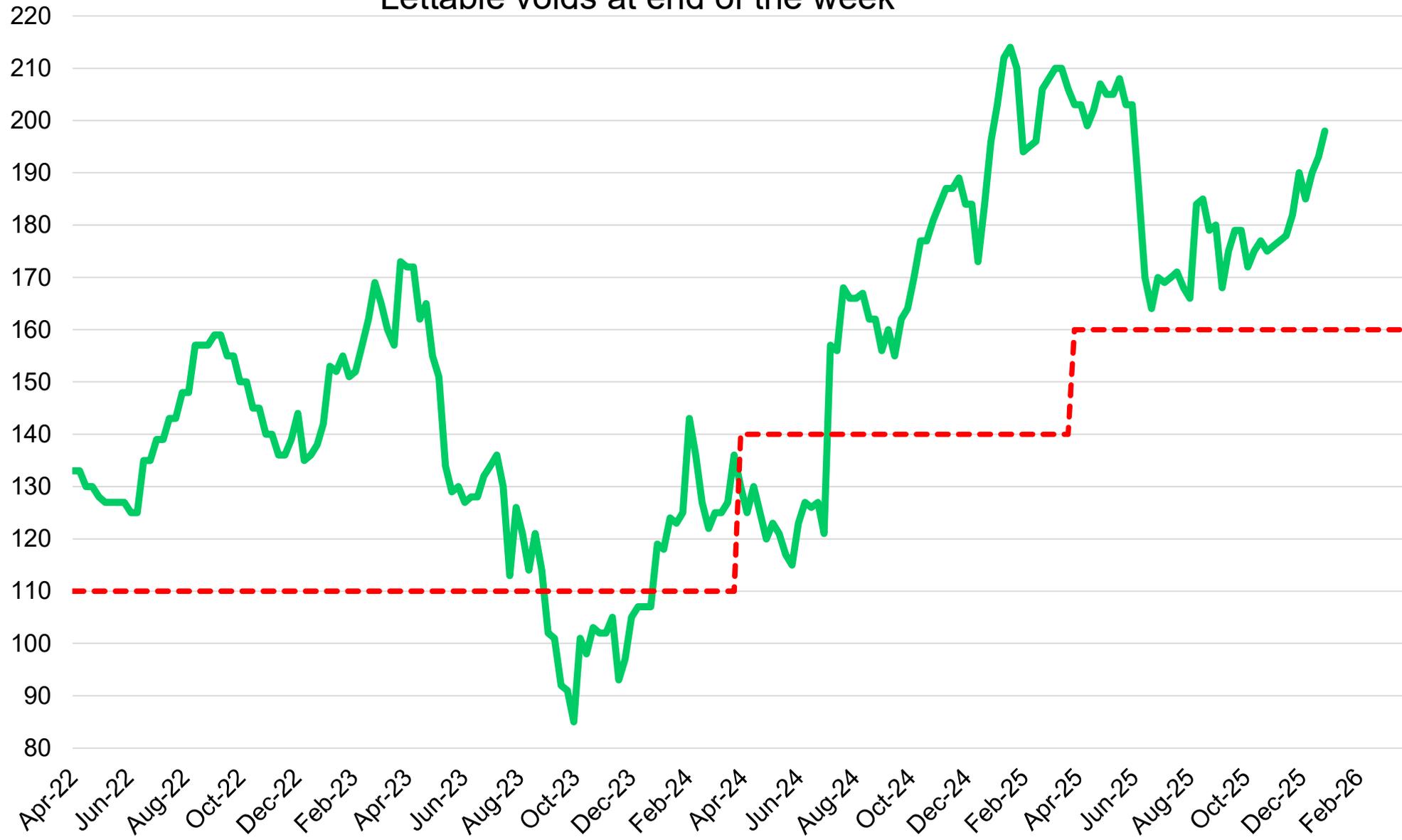
Close to / within tolerances of target

Not meeting / worse than target

Current tenant rent arrears %

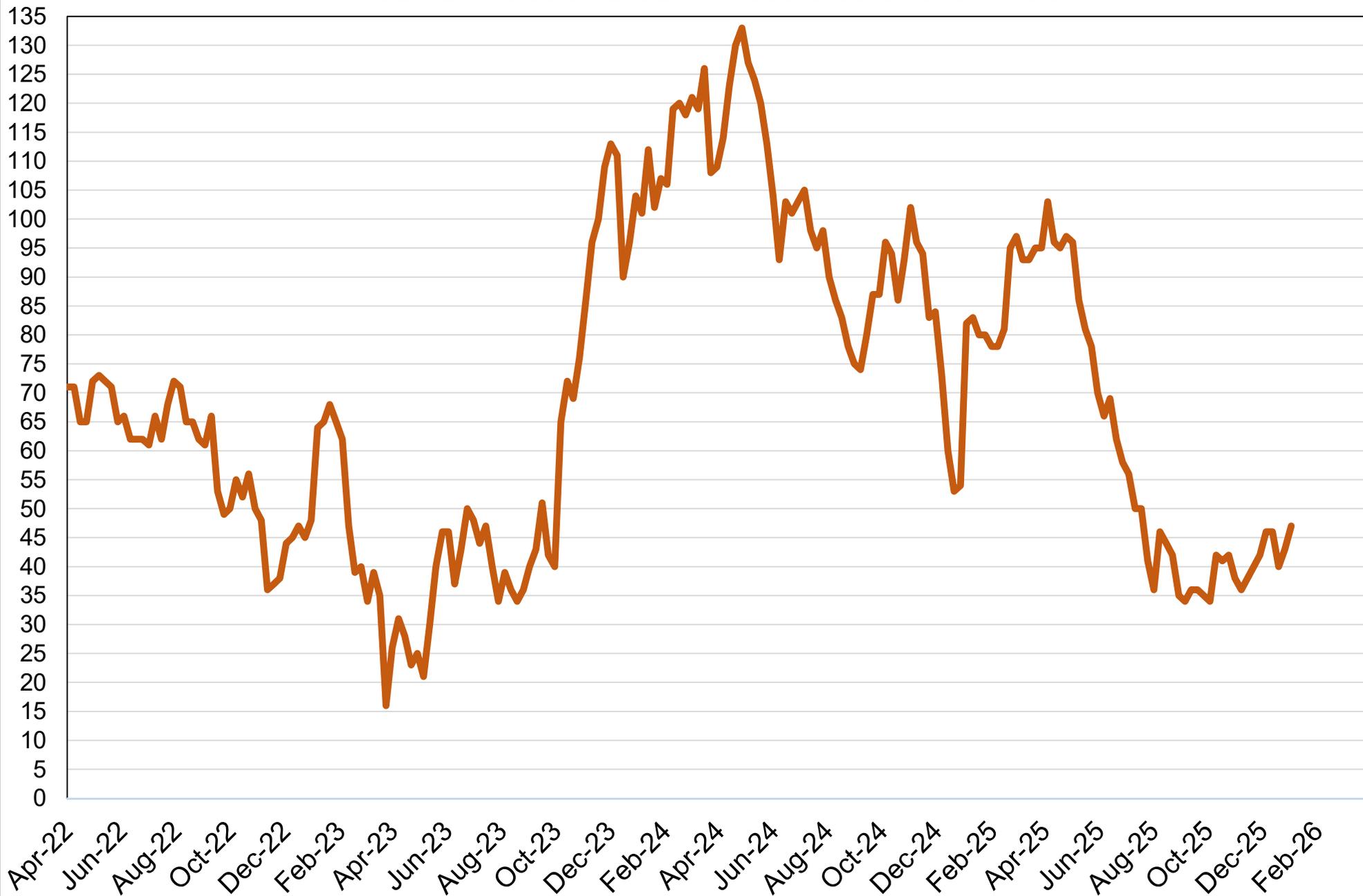


Lettable voids at end of the week

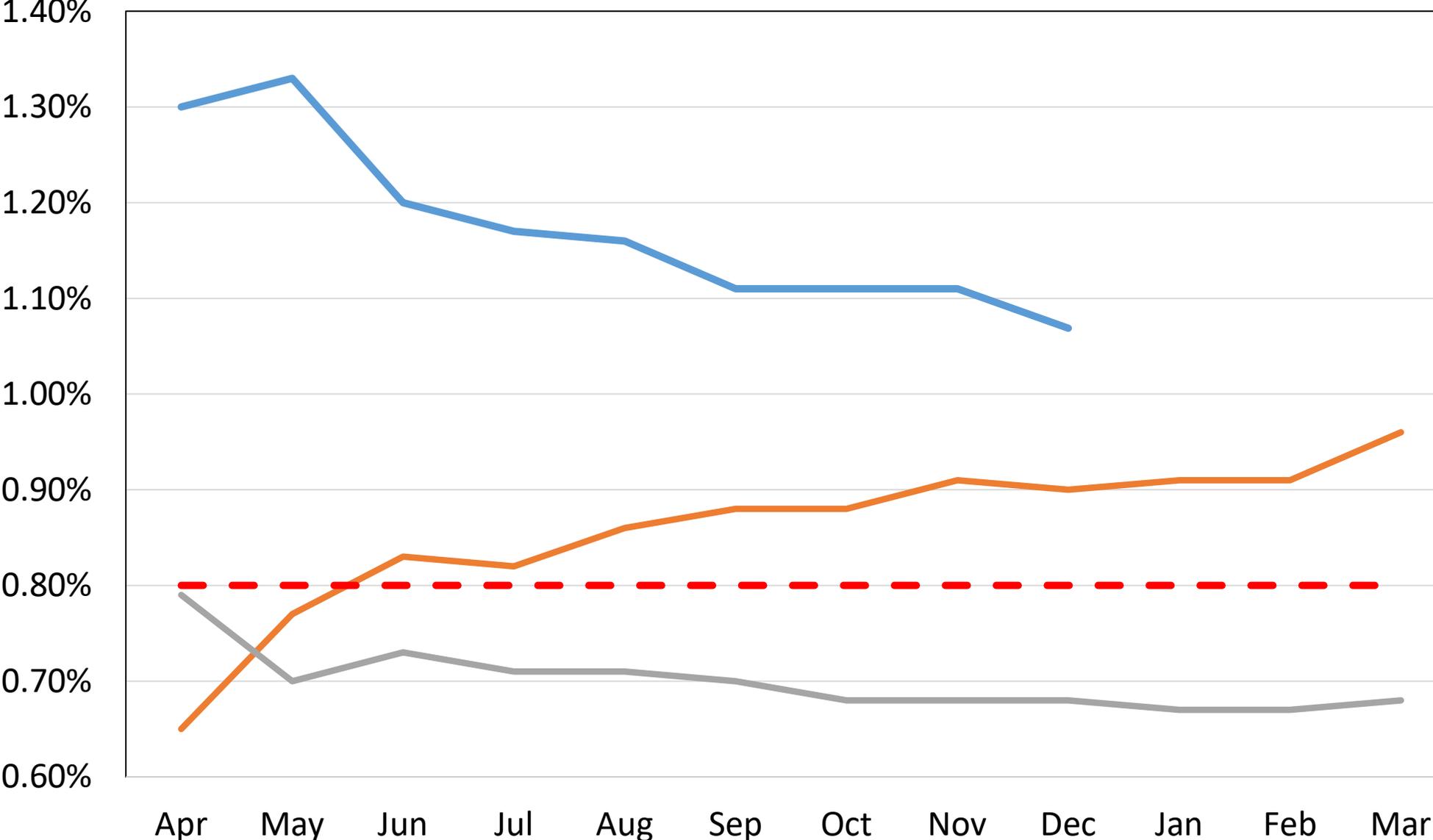


— Lettable voids at end of week - - - Target voids at end of week

Number of households in hotels at end of week



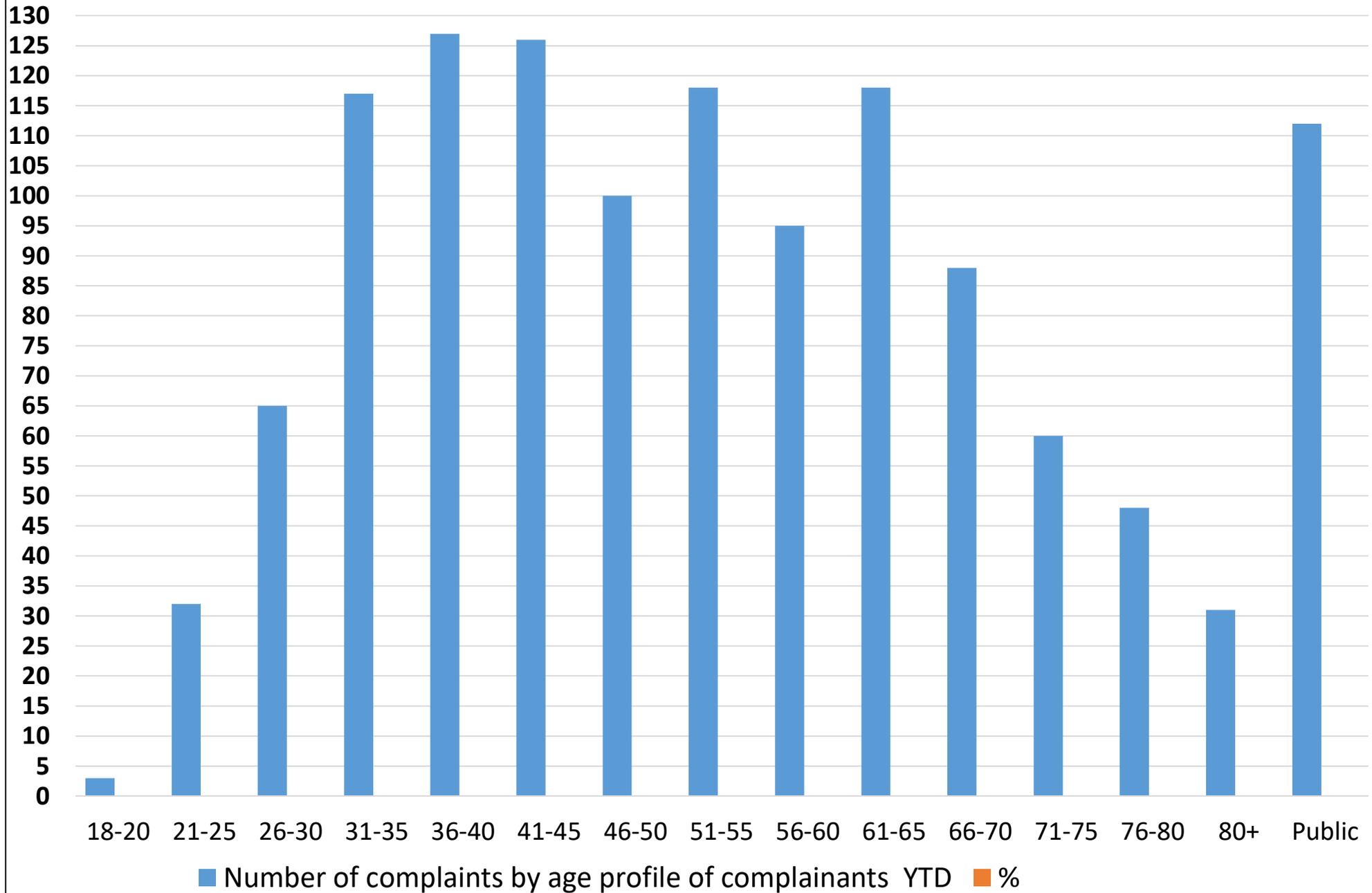
Void Rent Loss YTD



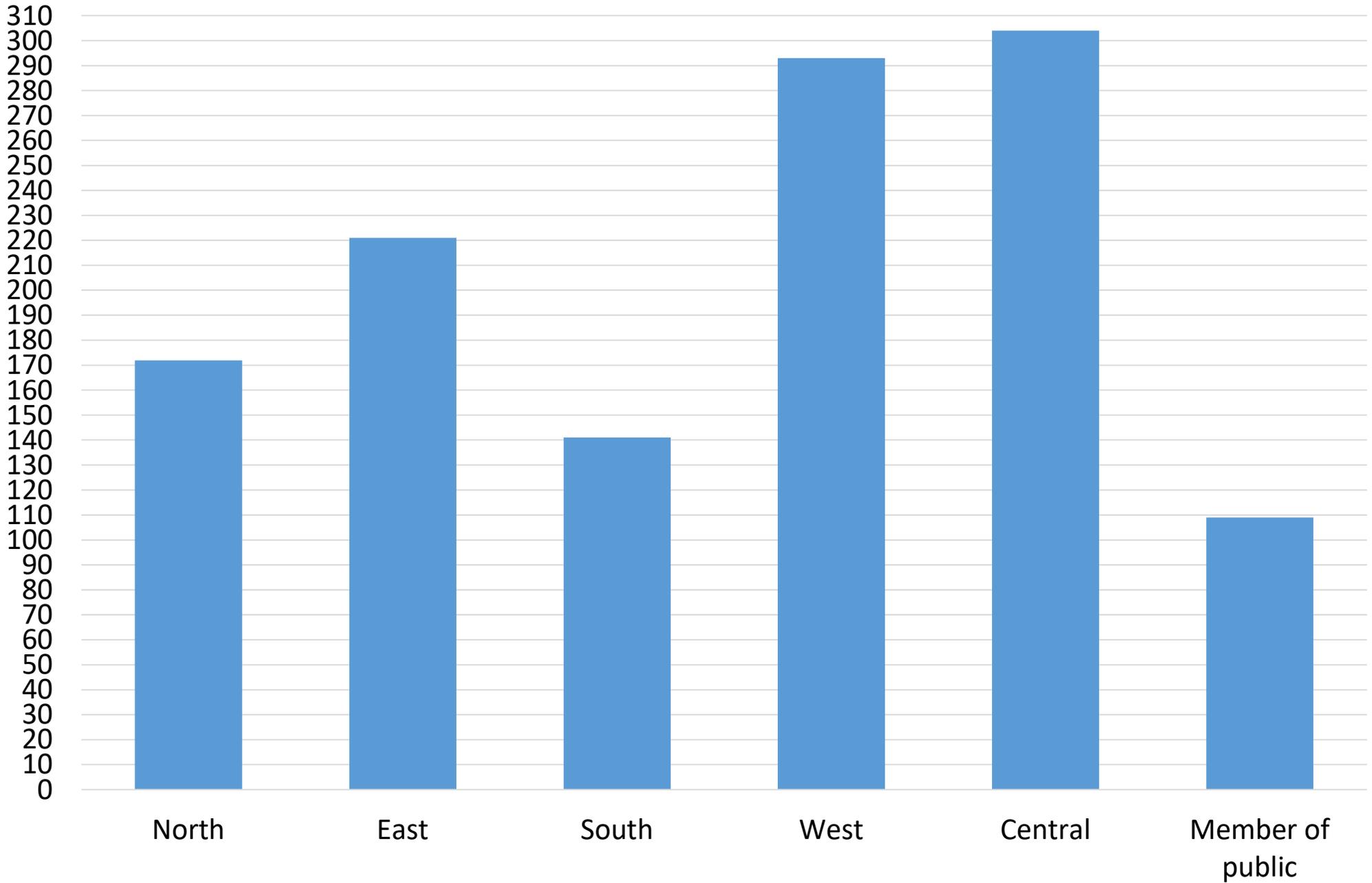
— 25/26 void rent loss % YTD
— 23/24 void rent loss % YTD

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

Chart Title

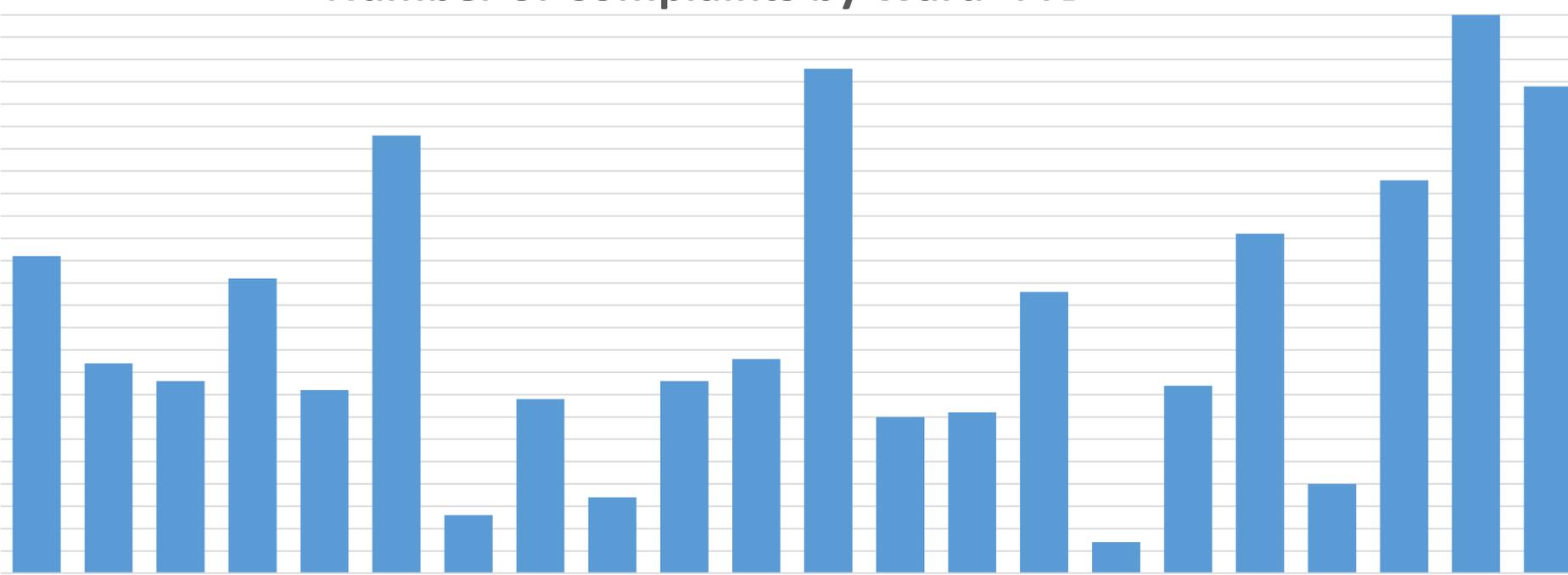


Number of Complaints by Area YTD



Number of Complaints by Ward YTD

125
120
115
110
105
100
95
90
85
80
75
70
65
60
55
50
45
40
35
30
25
20
15
10
5
0



Adwick & Carcroft
 Armthorpe
 Balby South
 Bentley
 Bessacarr & Cantley
 Conisborough & Denaby
 Edenthorpe & Kirk Sandall
 Edlington & Warmsworth
 Finningley/Auckley/Blaxton/Cantley
 Hexthorpe and North Balby
 Mexborough
 Norton/Askern/Owston/Burgwallis/Thorpe
 Roman Ridge/Cusworth/Scawsby/Scawthorpe
 Rossington & Bawtry & Austerfield
 Sprotborough/Cusworth/Cadeby/High Melton
 Stainforth & Barnby Dun
 Thorne & Moorends
 Tickhill/Wadwth/Braithwll/Staint/Lovers
 Town Centre
 Wheatley Hills and Intake
 Member of public

Complaint numbers by type YTD 2025/26

