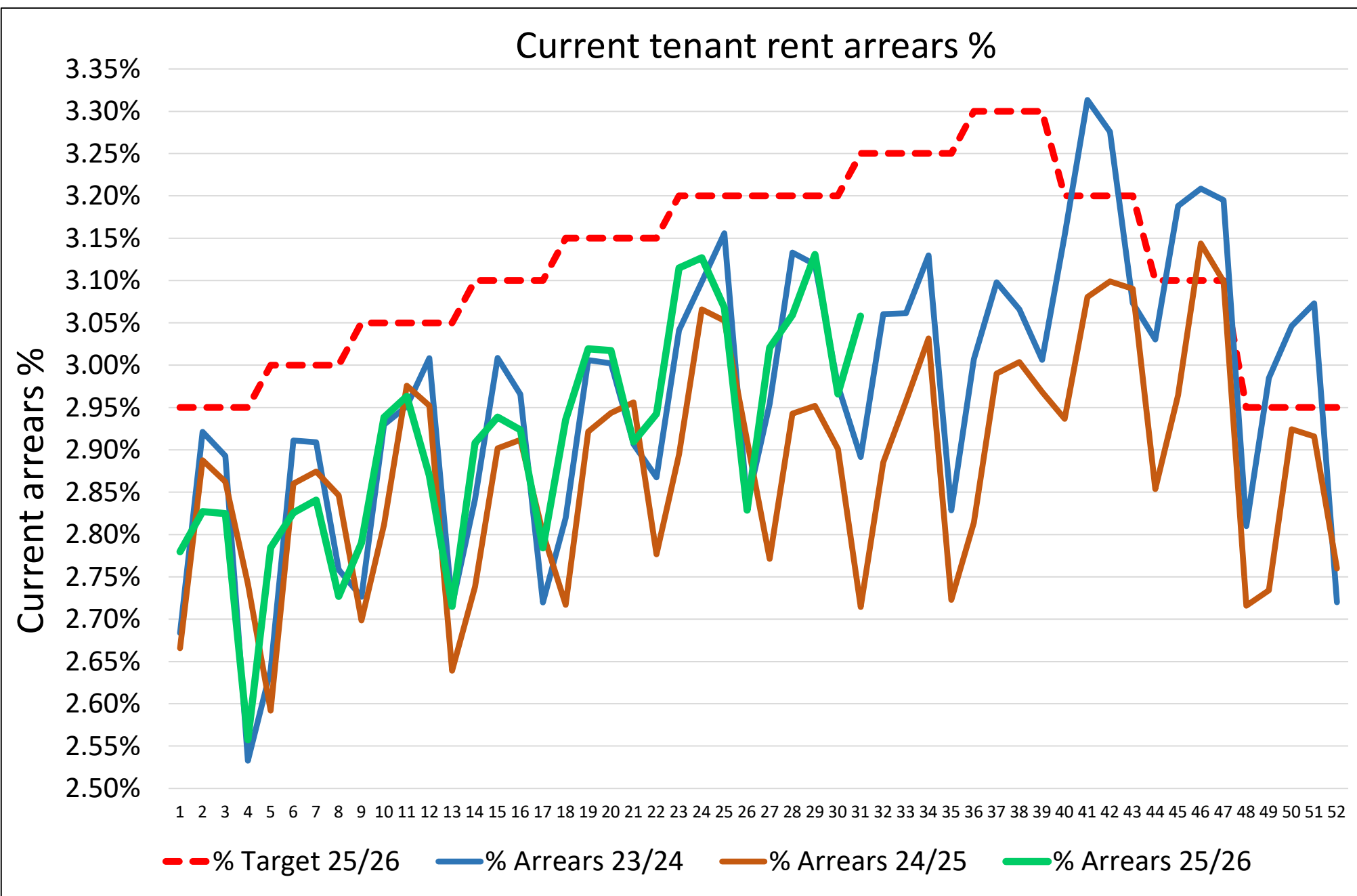
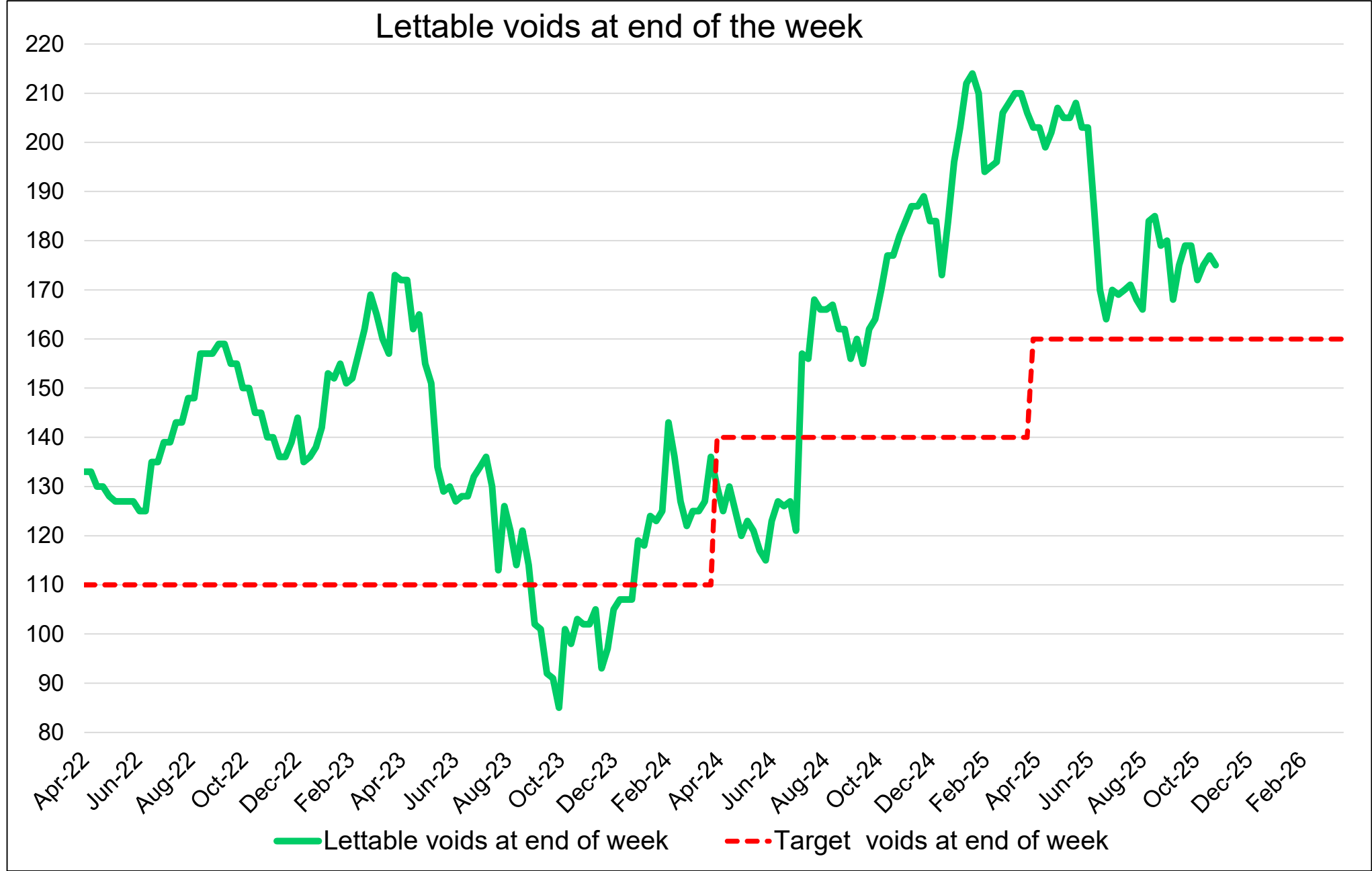


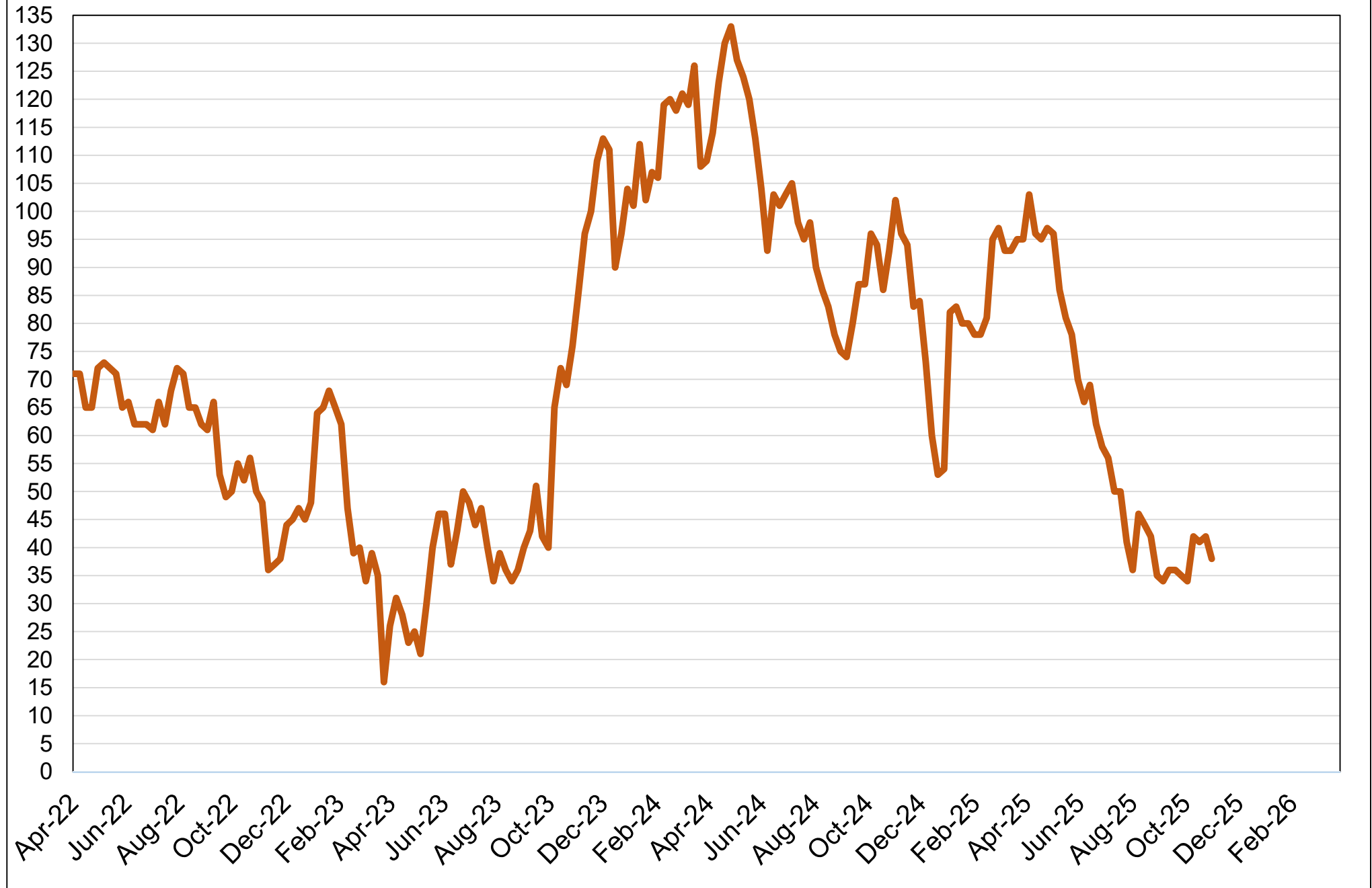
Performance Information : Week 31 2025/26 ending					09-Nov-25				
	Current Tenant Arrears %	Void rent loss % Year to date	Averahe Relet Time (calendar days) Year to date	Number of Households in hotels at period end (no target)	Total no. of complaints per 1,000 properties after 31 weeks	Tenancy Turnover % (new 25/26)	Tenancies sustained post support %	% Repairs - First Visit Complete	% Properties with a valid has certificate
2025/26 Performance as at Week 31	3.06%	1.08%	25.5	38	49.4	3.28%	99.30%	96.68%	99.88%
2025/26 profiled Target as at Week 31	3.25%	0.80%	25.0	no target 25/26	29.8	3.28%	97.25%	94.00%	100.00%
Tolerance	3.58%	0.88%	27.5	n/a	32.8	3.61%	87.53%	84.60%	99.84%
Indicator value in 2025/26 at week 31	£2,857,080	£608,357	658 lettings 653 terminations		983 actual complaints 593 target complaints	653 actual terminations creatinh a void 652 target terminations	8 out of 1150	18074 out of 18695 repairs	23 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	Worse than last week	Better than last week
Chanhe in week	0.09%	0.00%	+0.1	-4	+1.9	0.01%	0.02%	-0.03%	0.04%
2024/25 Performance as at Week 31	2.71%	0.89%	25.7	93	42.2	n/a	98.76%	94.87%	99.89%
2024/25 profiled Target as at Week 31	3.05%	0.70%	24.0	no target 24/25	29.8	n/a	97.25%	94.00%	100.00%
Indicator value in 2024/25 at week 31	£2,509,382	£323,320	589 lettings 680 terminations		839 complaints	n/a	9 out of 723	17968 out of 18775 repairs	21 properties
Key : Meeting / better than target Close to / within tolerances of target Not meeting / worse than target									

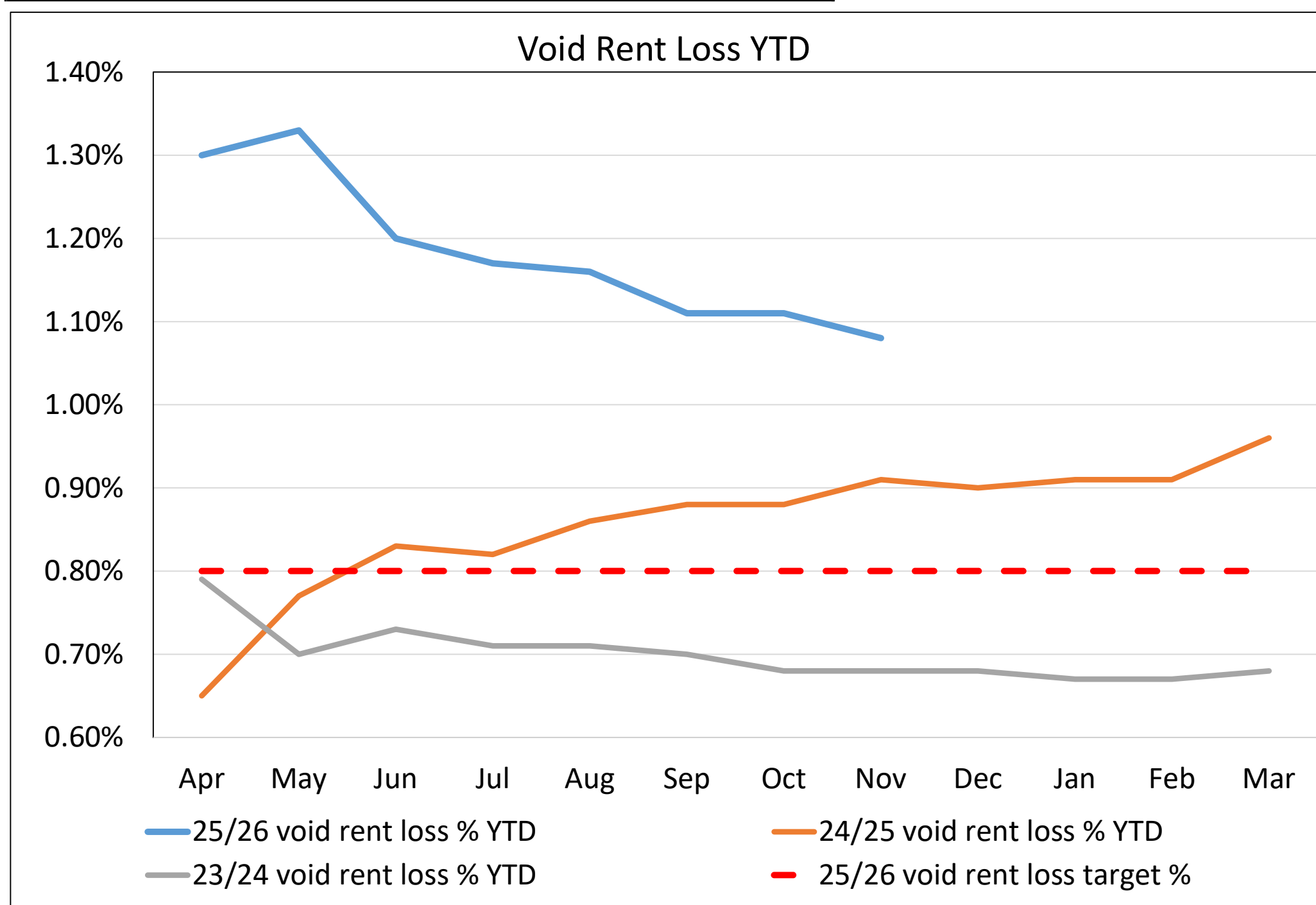


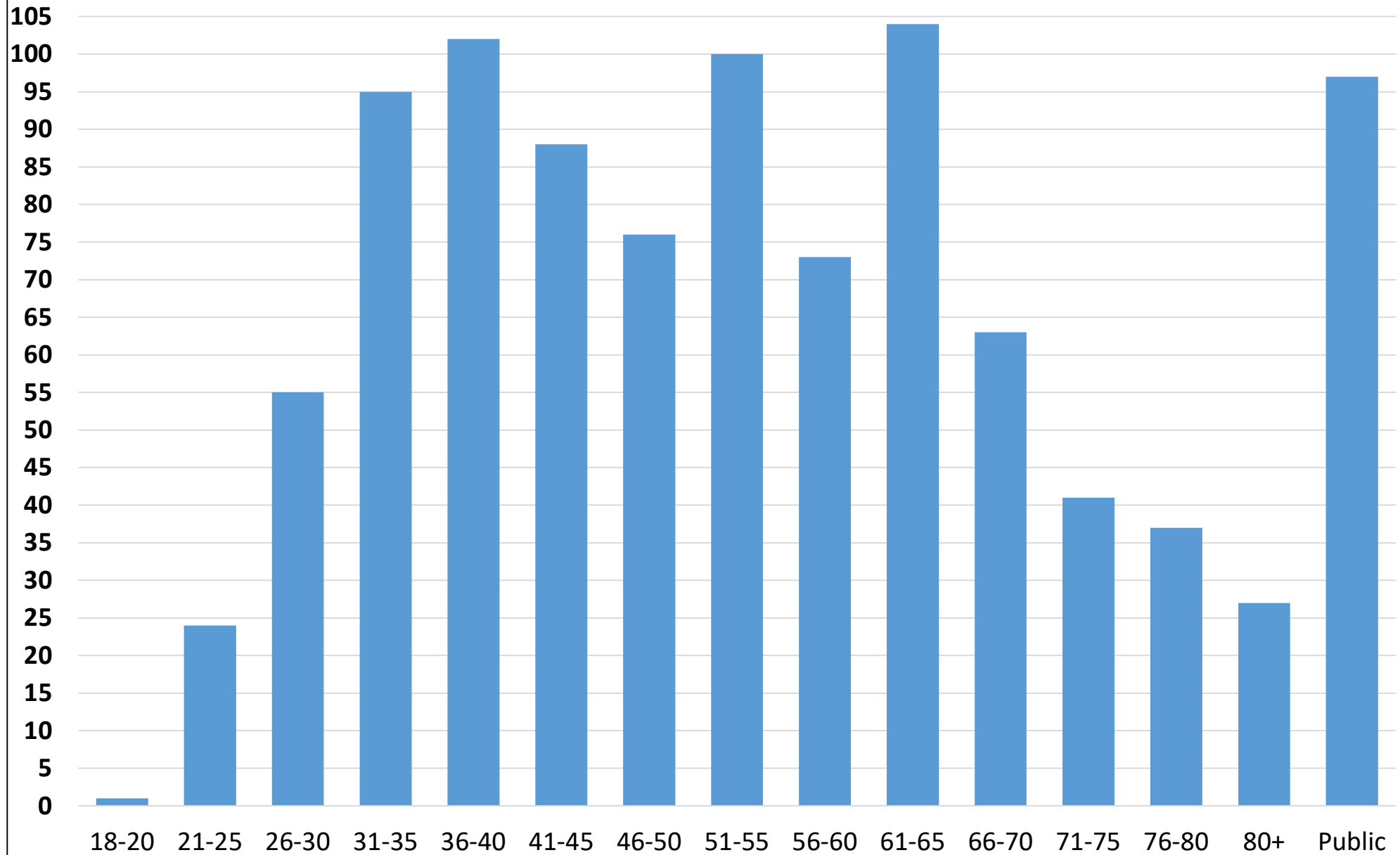
Lettable voids at end of the week



Number of households in hotels at end of week

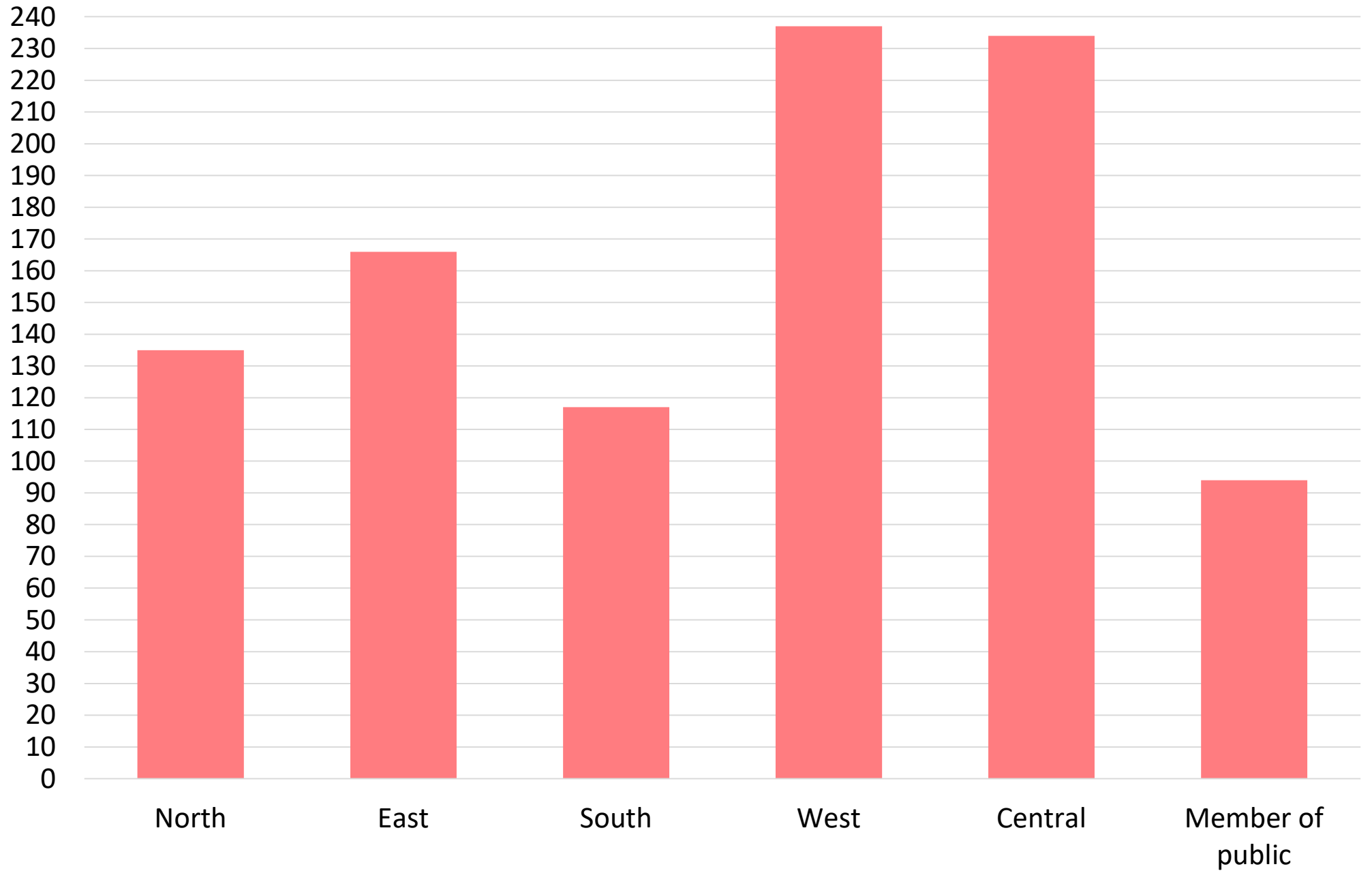




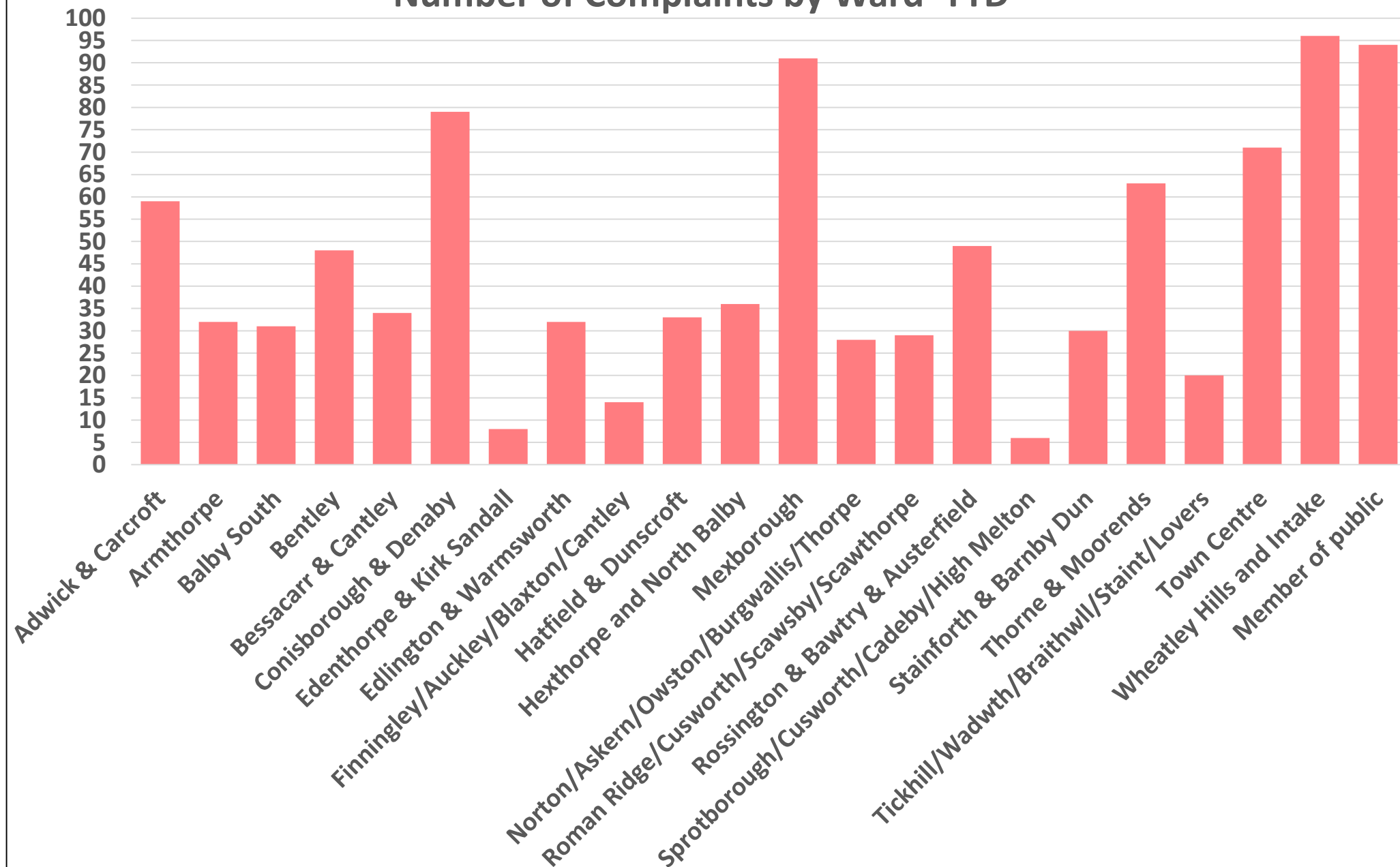
Number of complaints by age profile of complainants YTD

■ Number of complaints by age profile of complainants YTD

Number of Complaints by Area YTD



Number of Complaints by Ward YTD



Complaint numbers by type YTD 2025/26