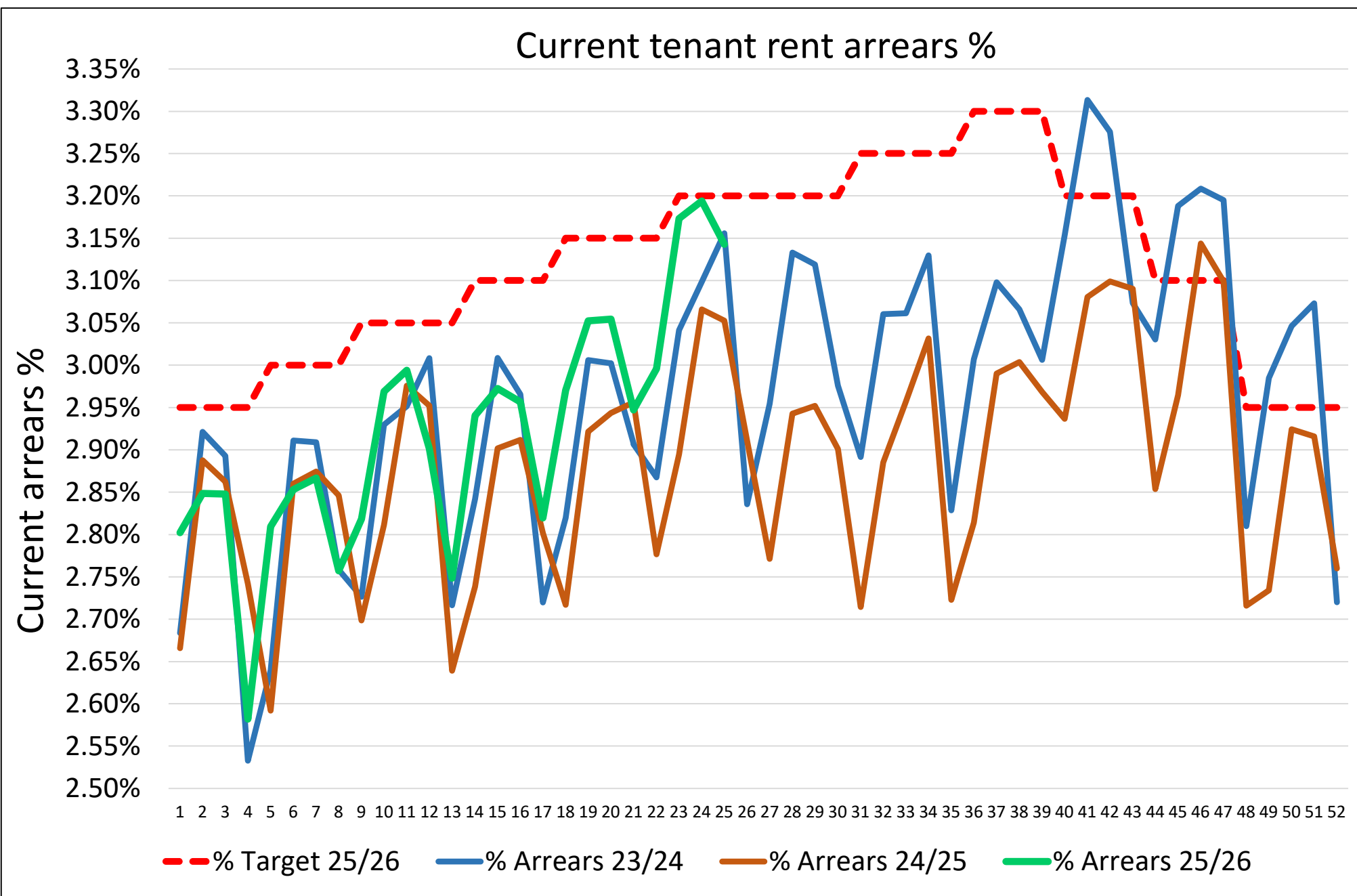
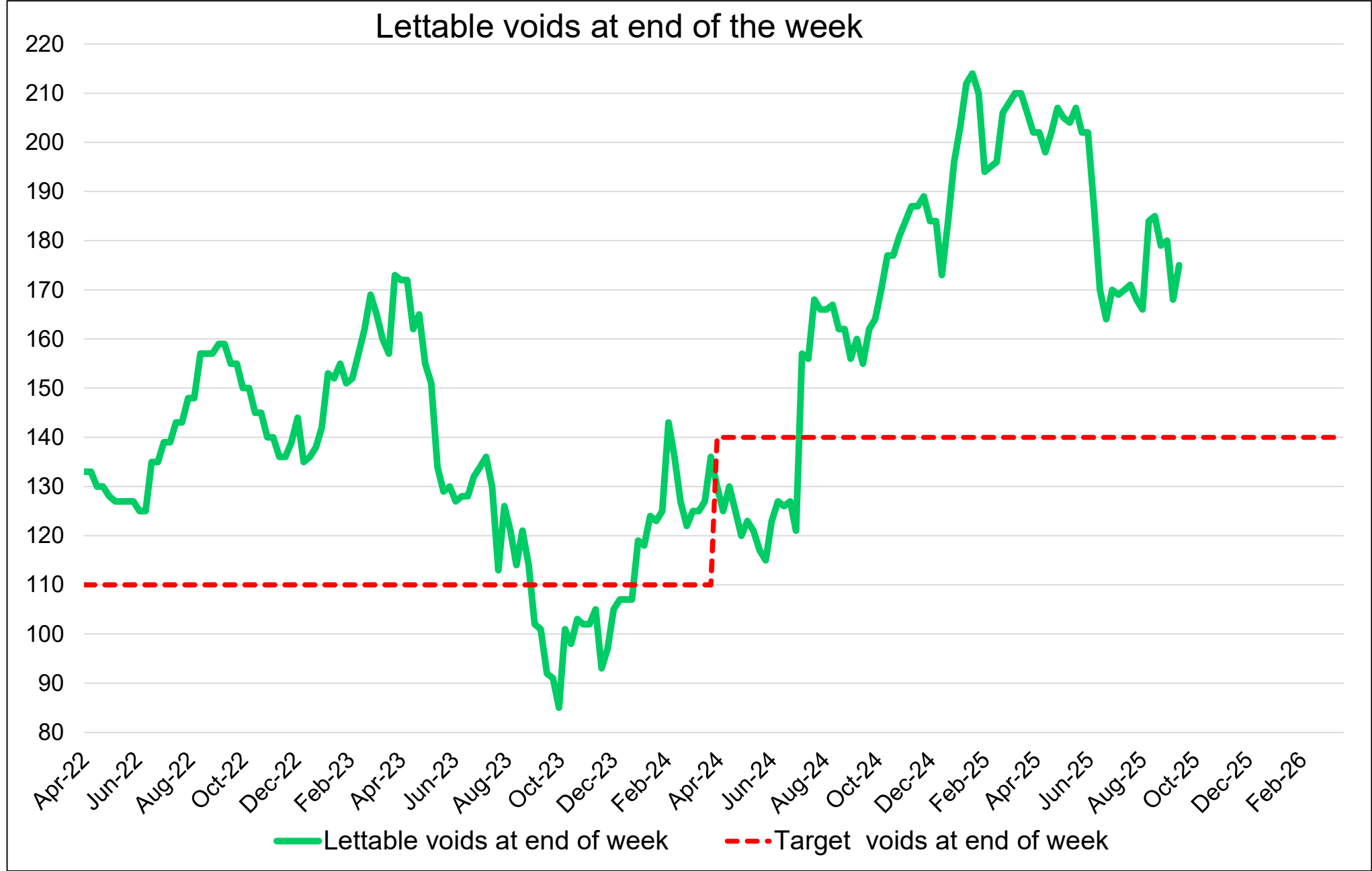
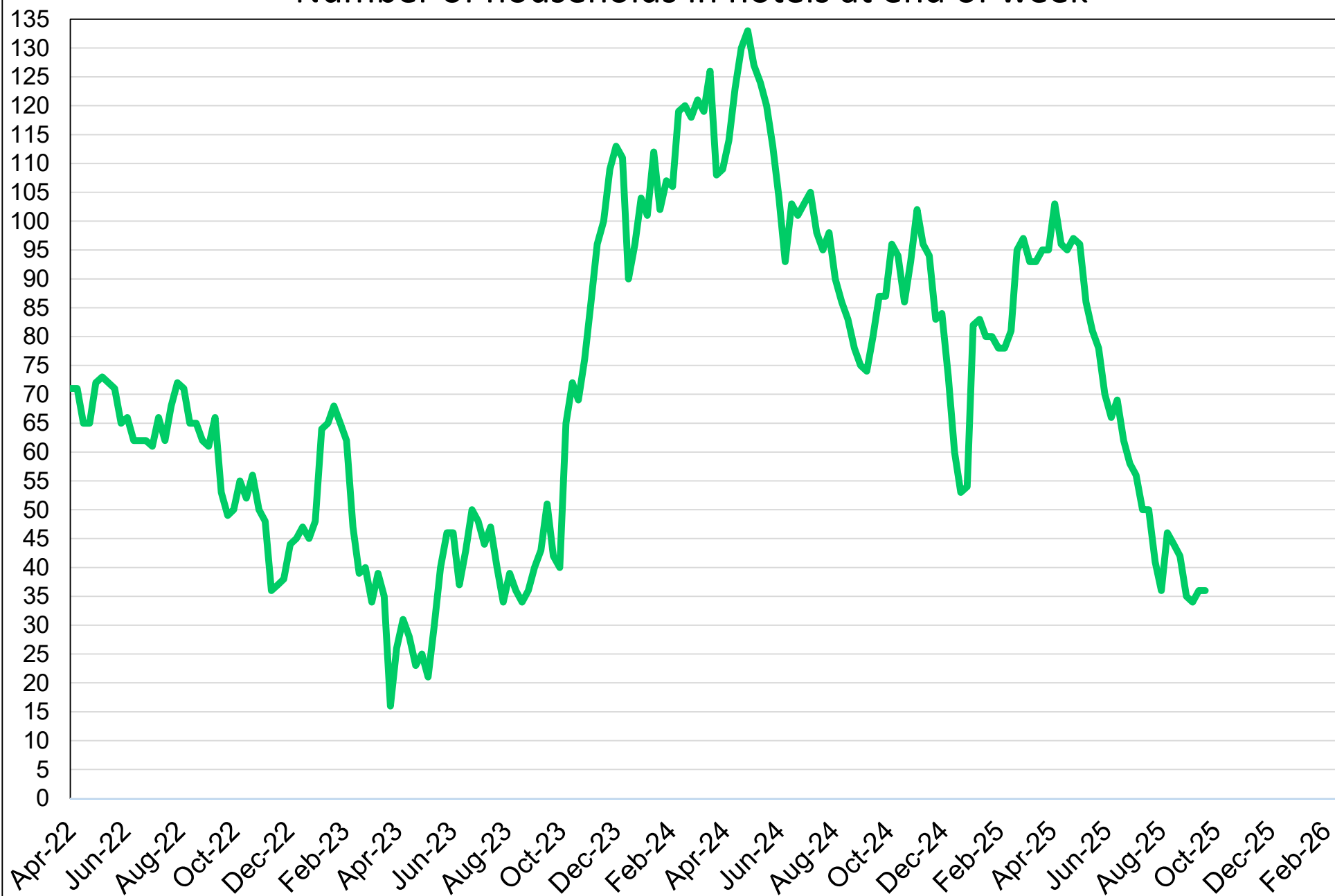


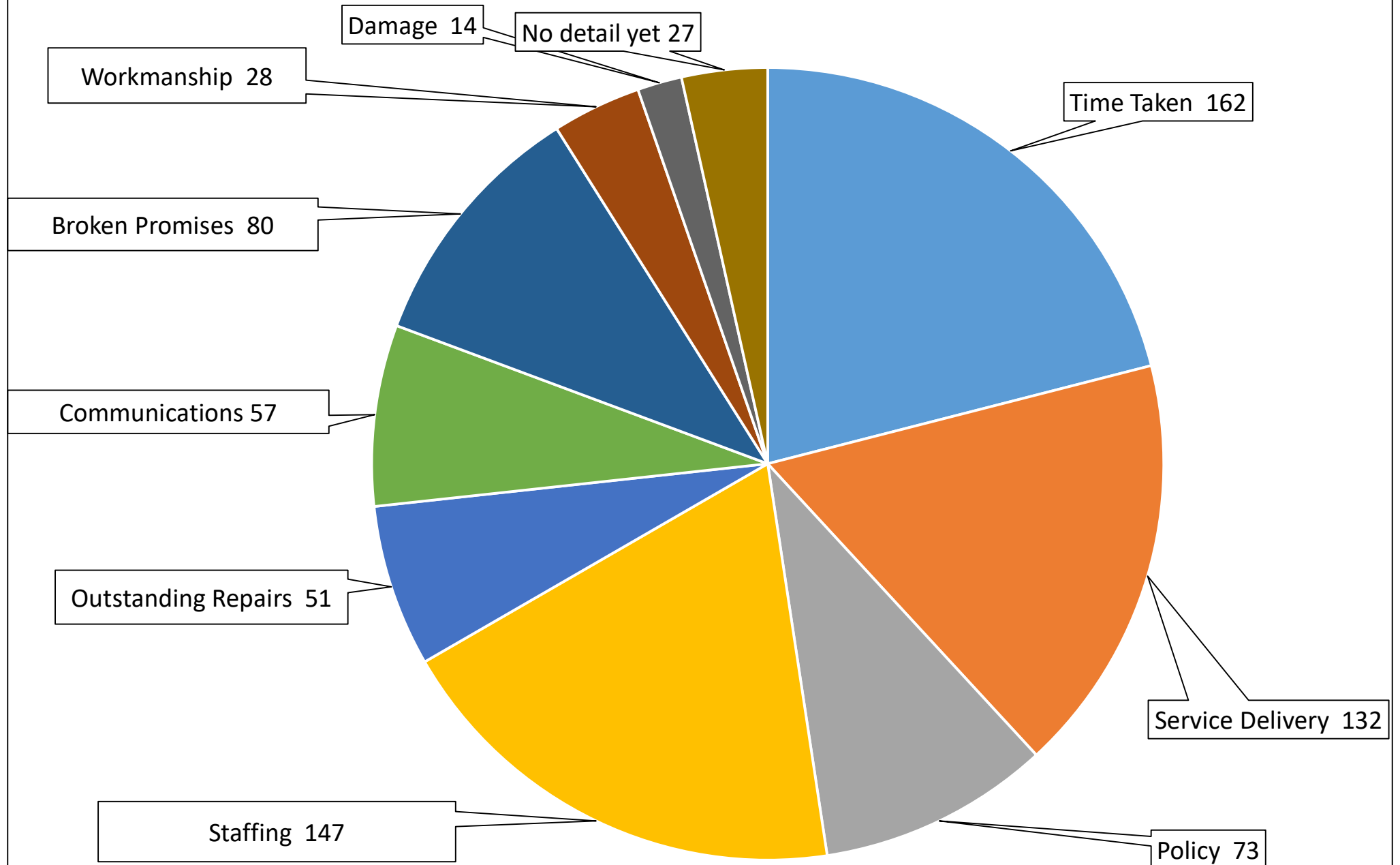
Performance Information : Week 25 2025/26 ending						28-Sep-25			
	Current Tenant Arrears %	Void rent loss % Year to date	Average Relet Time (calendar days) Year to date	Number of Households in hotels at period end (no target)	Total no. of complaints per 1,000 properties after 25 weeks	Tenancy Turnover % (new 25/26)	Tenancies sustained post support %	% Repairs - First Visit Complete	% Properties with a valid gas certificate
2025/26 Performance as at Week 25	3.14%	1.10%	26.6	36	38.9	2.57%	99.48%	96.66%	99.74%
2025/26 profiled Target as at Week 25	3.20%	0.80%	24.0	no target 25/26	24.0	2.64%	97.25%	94.00%	100.00%
Tolerance	3.52%	0.88%	26.4	n/a	26.4	2.91%	87.53%	84.60%	99.84%
Indicator value in 2025/26 at week 25	£2,934,612	£498,480	531 lettings 511 terminations		774 actual complaints 478 target complaints	511 actual terminations creating a void 526 target terminations	5 out of 959	14248 out of 14740 repairs	49 properties
Indicator compared to previous week	Better than last week	Same as last week	Better than last week	Same as last week	Worse than last week	Same as last week	Worse than last week	Better than last week	Better than last week
Change in week	-0.05%	0.00%	-0.03	+0	+0.9	0.00%	-0.09%	0.03%	0.01%
2024/25 Performance as at Week 25	3.05%	0.88%	25.3	80	34.3	n/a	98.50%	94.58%	99.80%
2024/25 profiled Target as at Week 25	3.00%	0.70%	20.0	no target 24/25	24.0	n/a	97.25%	94.00%	100.00%
Indicator value in 2024/25 at week 25	£2,821,708	£273,678	493 lettings 547 terminations		683 complaints	n/a	9 out of 601	13865 out of 14511 repairs	37 properties
Key : Meeting / better than target Close to / within tolerances of target Not meeting / worse than target									

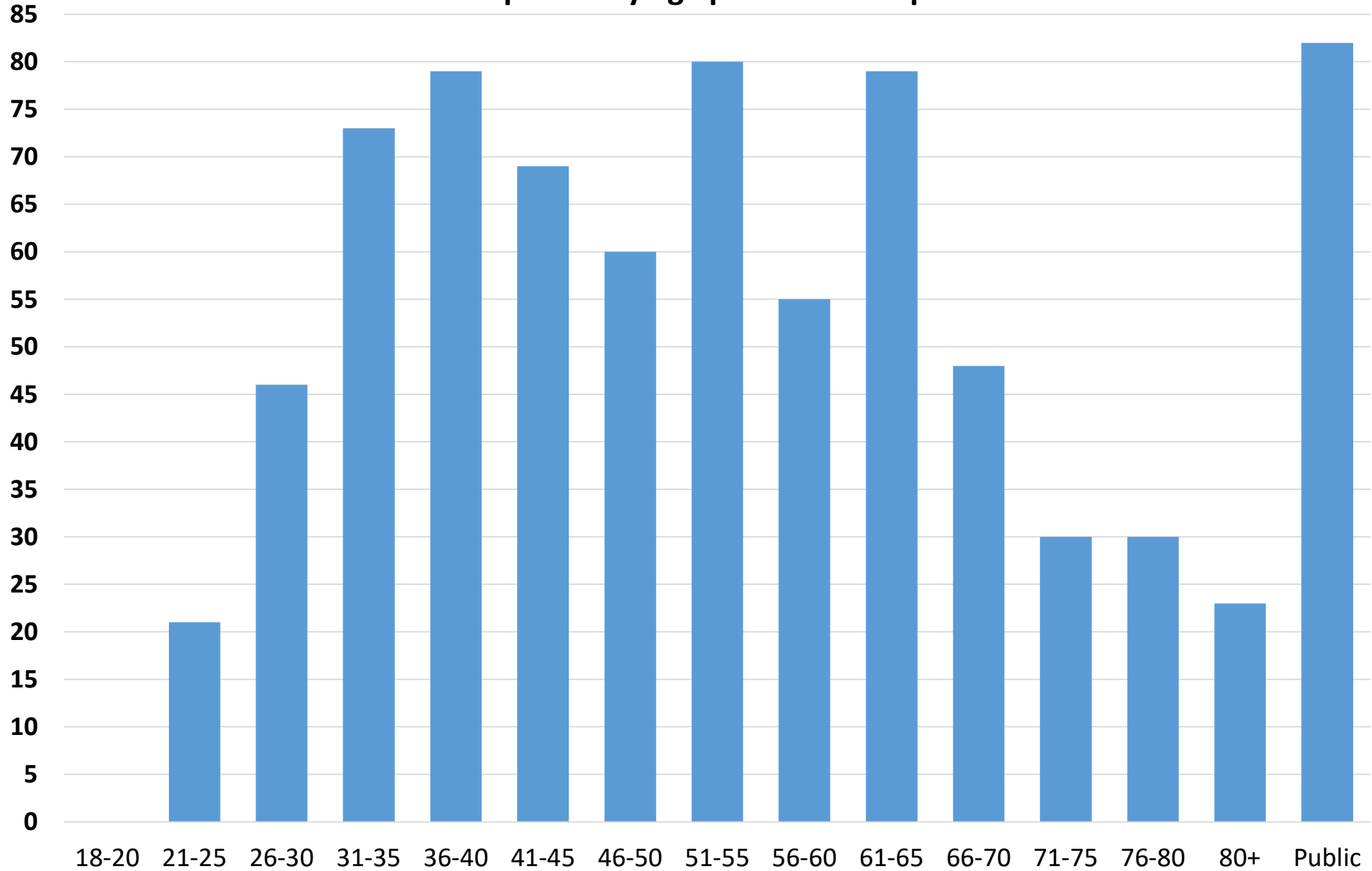




Number of households in hotels at end of week

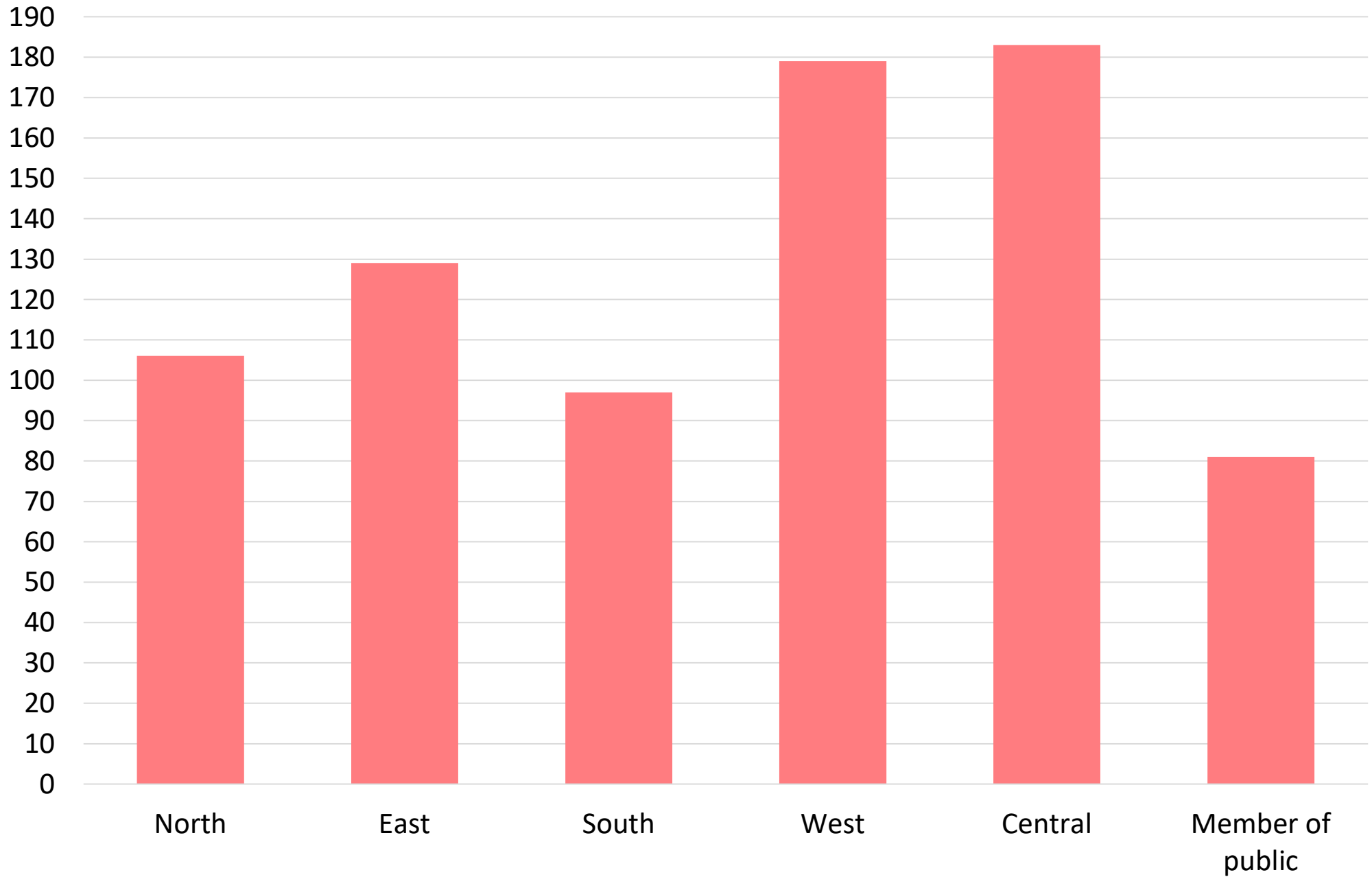


Complaint numbers by type YTD 2025/26

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

