

	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 46 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 46	3.33%	1.10%	25.5	40	71.8	4.83%	99.27%	96.83%	99.87%
2025/26 profiled Target as at Week 46	3.10%	0.80%	25.0	no target 25/26	44.2	4.87%	97.25%	94.00%	100.00%
Tolerance	3.41%	0.88%	27.5	n/a	48.7	5.35%	87.53%	84.60%	99.84%
Indicator value in 2025/26 at week 46	£3,114,393	£919,373	950 lettings 961 terminations		1429 actual complaints 880 target complaints	961 actual terminations creating a void 968 target terminations	11 out of 1498	27962 out of 28878 repairs	25 properties
Indicator compared to previous week	Better than last week	Same as last week	Better than last week	Better than last week	Worse than last week	Better than last week	Better than last week	Better than last week	Same as last week
Change in week	-0.02%	0.00%	-0.1	-7	+0.6	-0.02%	0.01%	0.01%	0.00%
2024/25 Performance as at Week 46	3.14%	0.92%	27.3	78	59.7	n/a	98.70%	95.17%	99.90%
2024/25 profiled Target as at Week 46	2.90%	0.70%	24.0	no target 24/25	44.2	n/a	97.25%	94.00%	100.00%
Indicator value in 2024/25 at week 46	£2,906,885	£465,191	881 lettings 1011 terminations		1188 complaints	n/a	13 out of 997	28672 out of 30112 repairs	19 properties

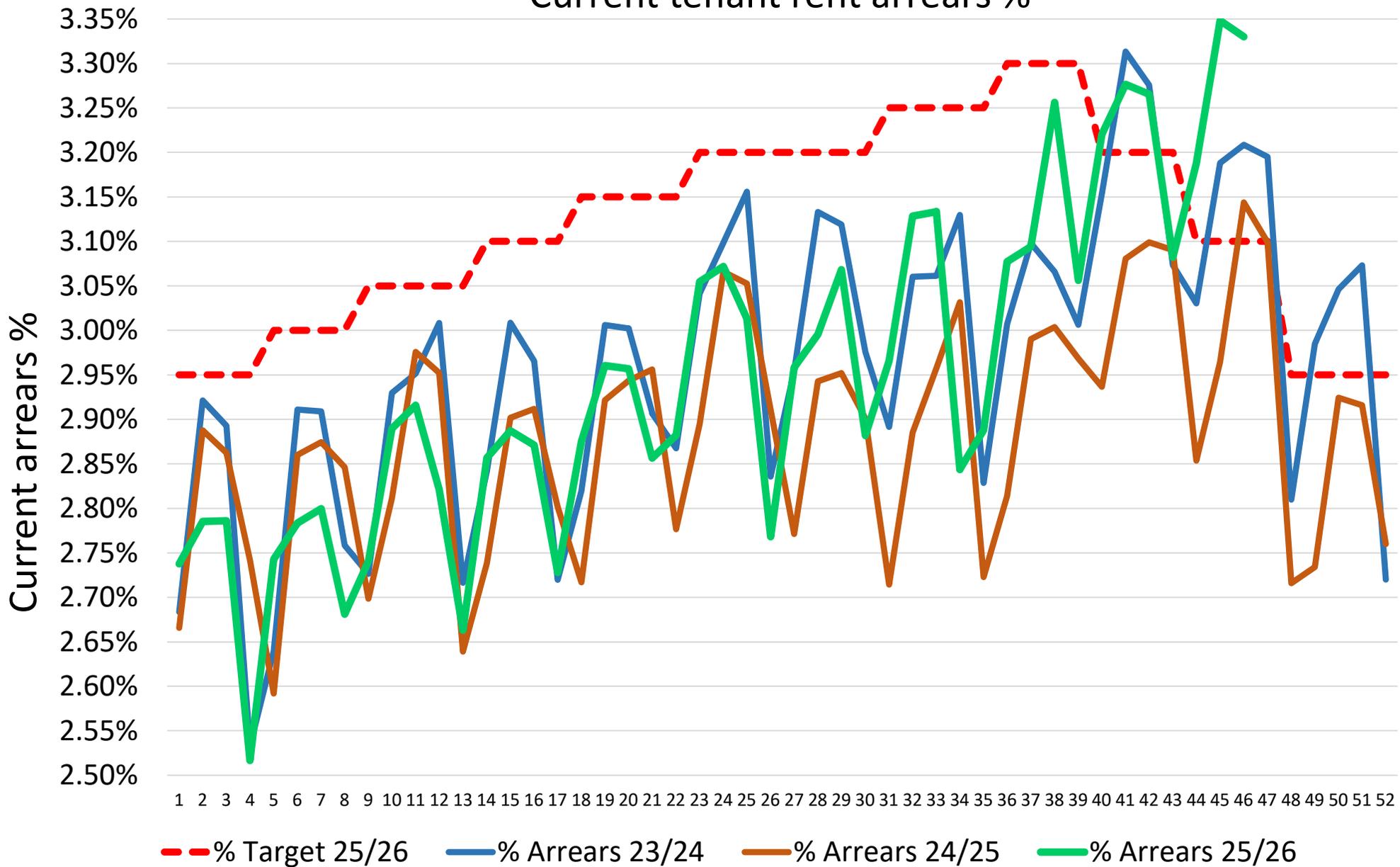
Key :

Meeting / better than target

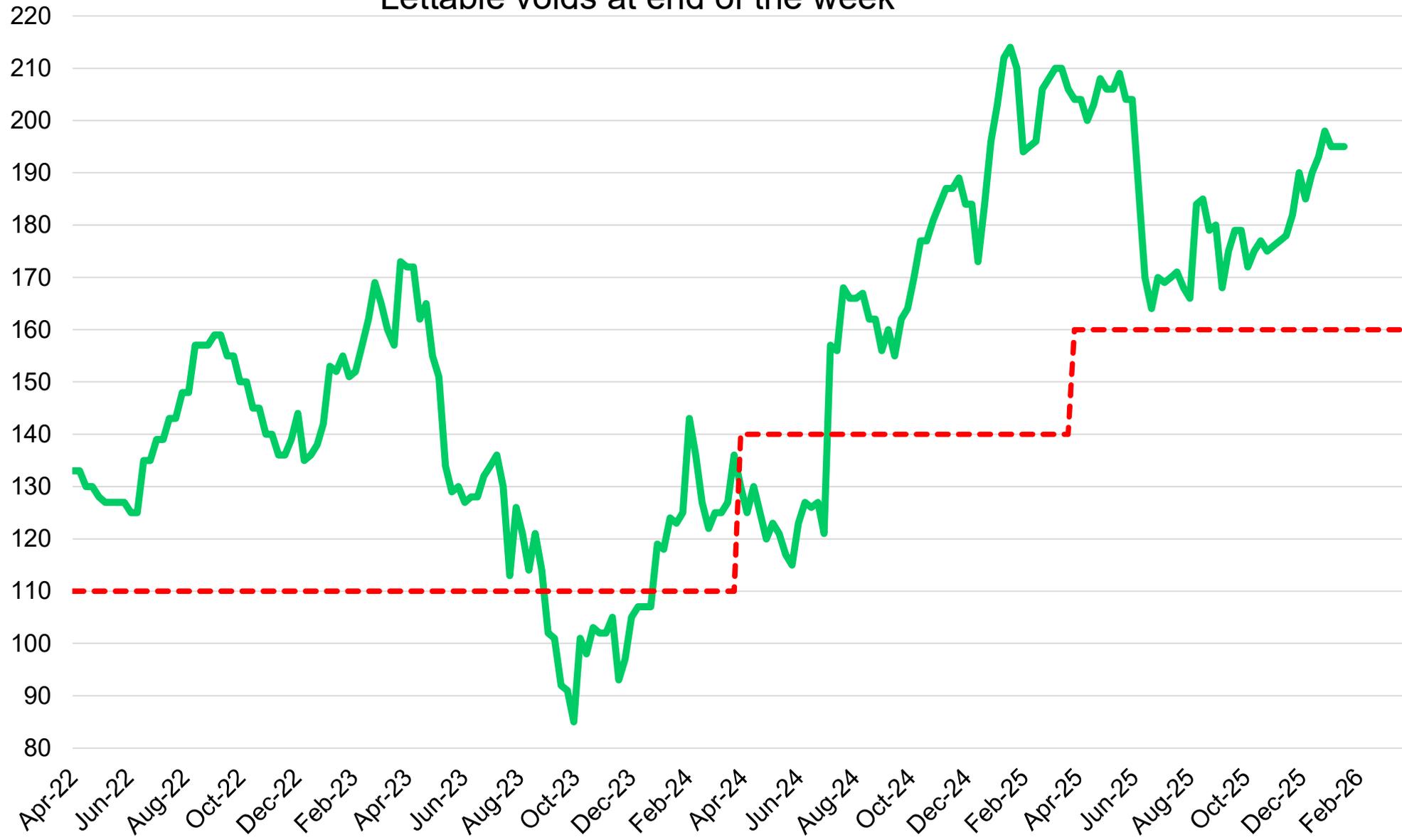
Close to / within tolerances of target

Not meeting / worse than target

Current tenant rent arrears %

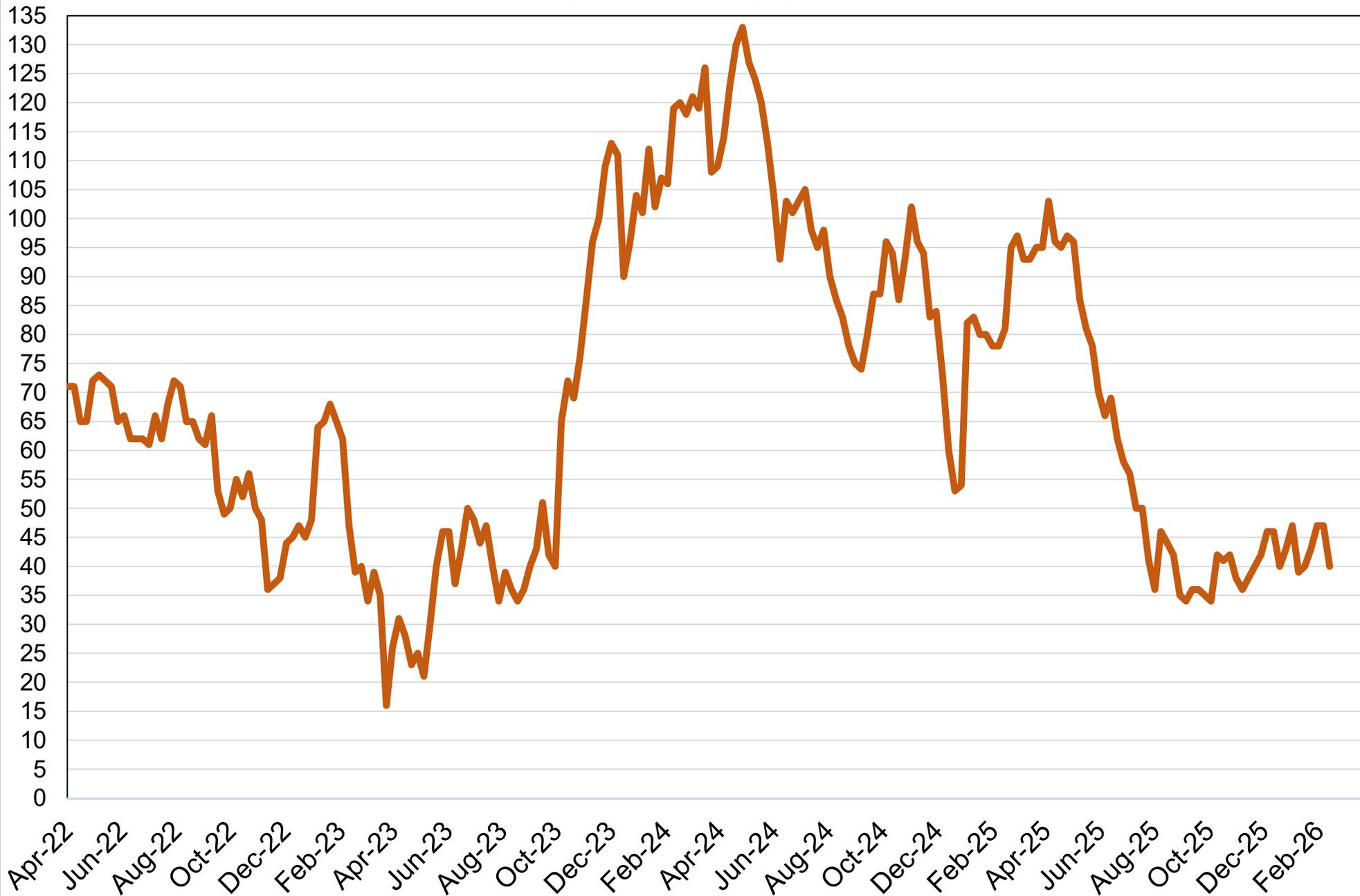


Lettable voids at end of the week

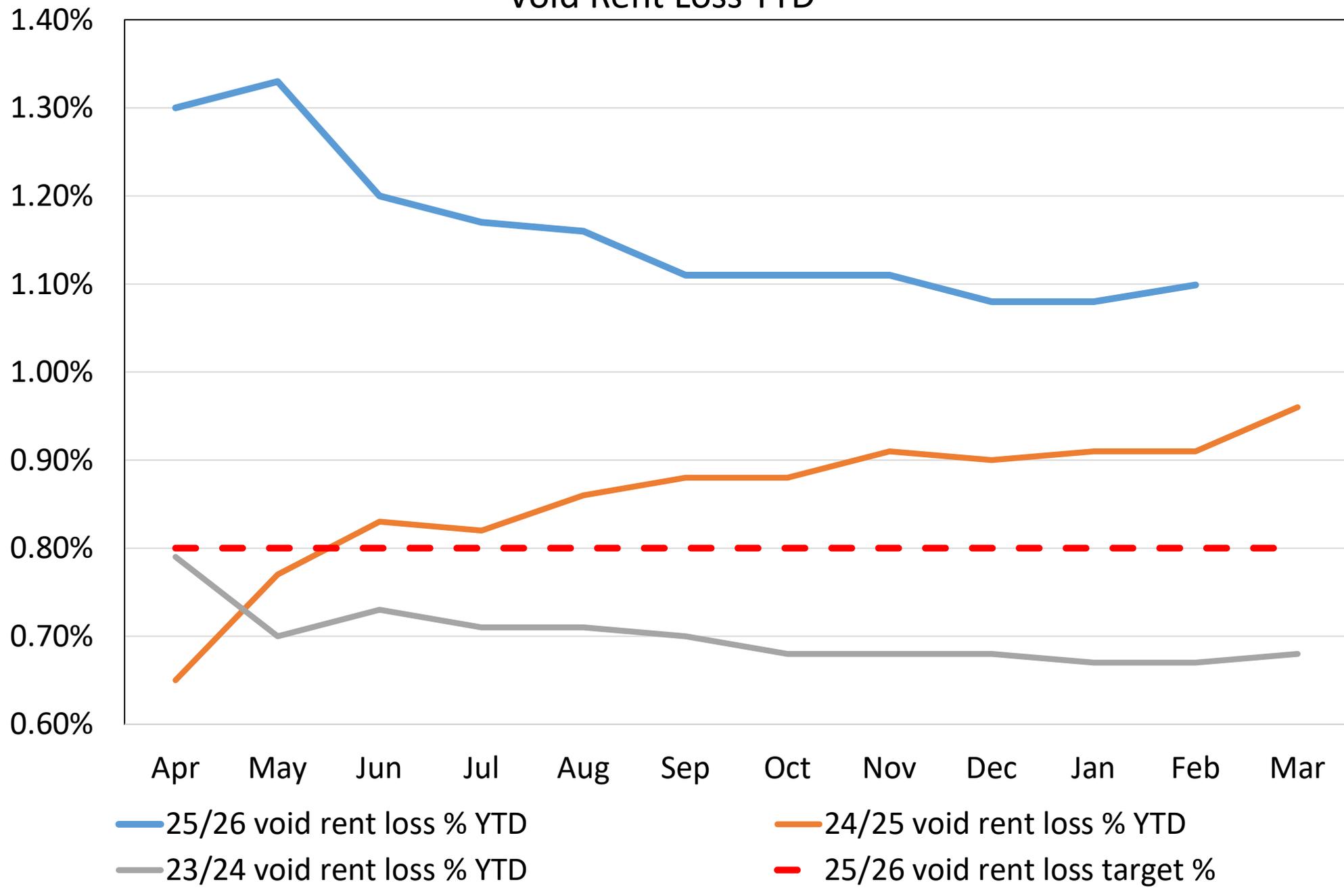


— Lettable voids at end of week - - - Target voids at end of week

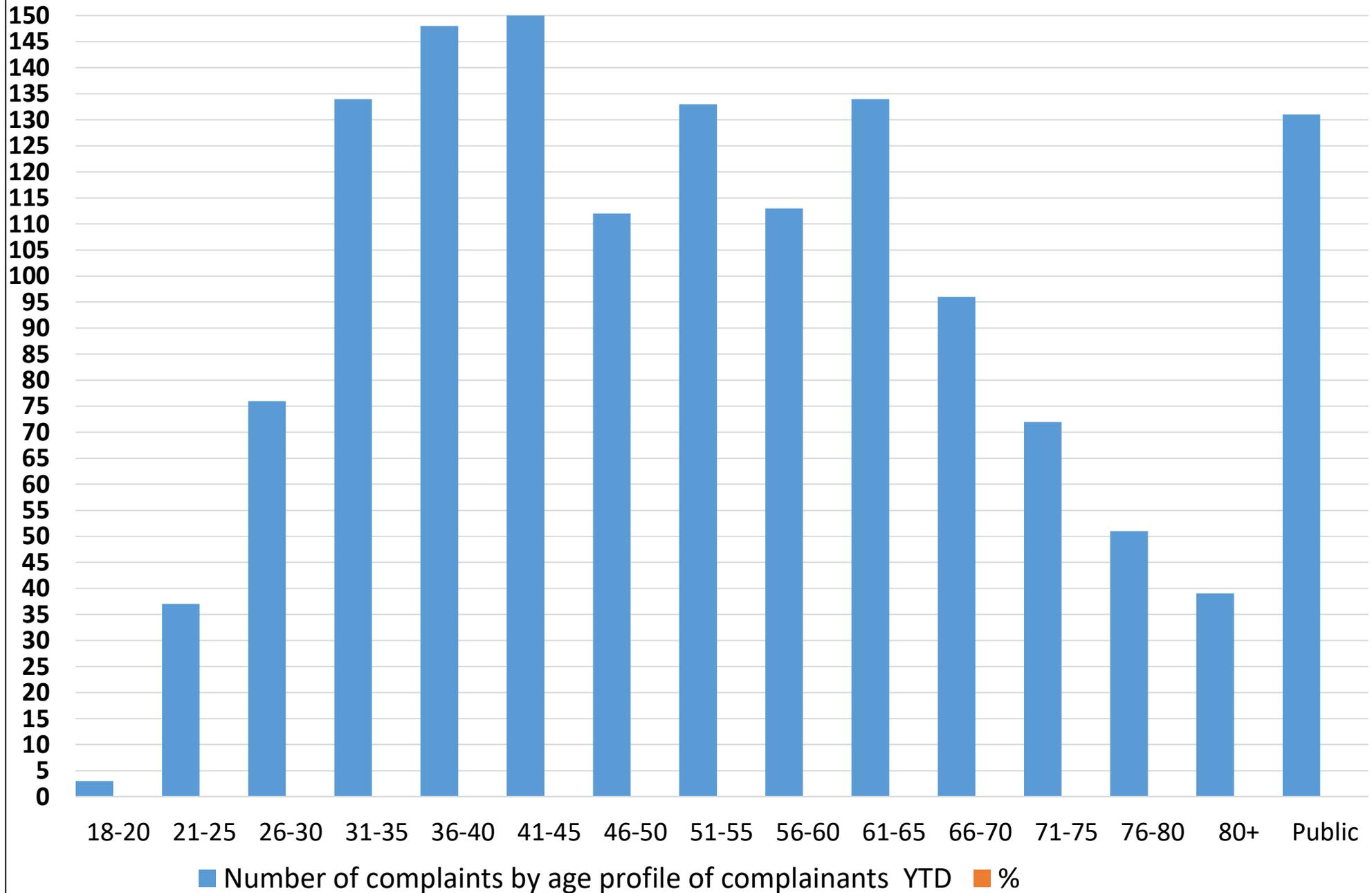
Number of households in hotels at end of week



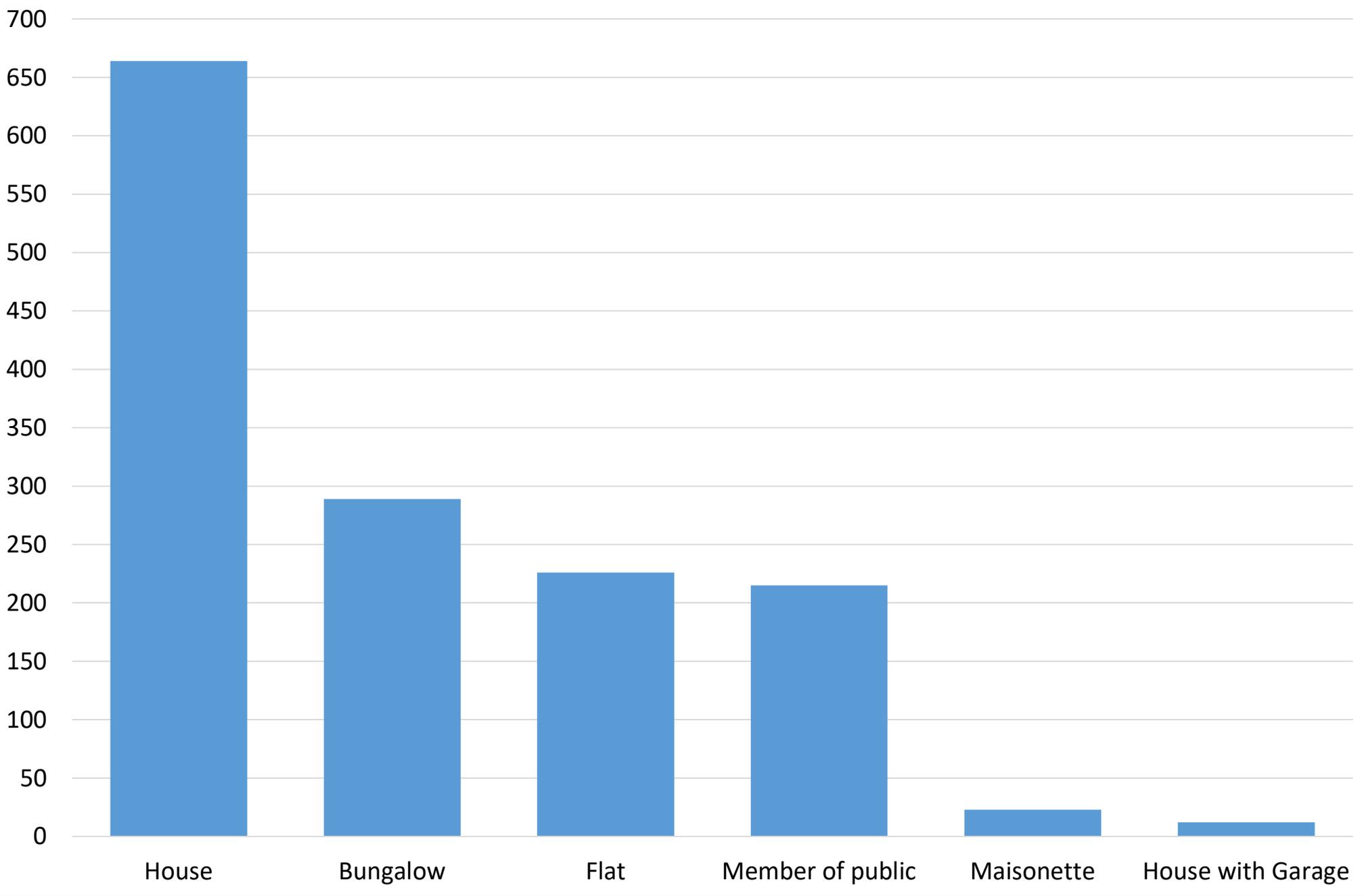
Void Rent Loss YTD



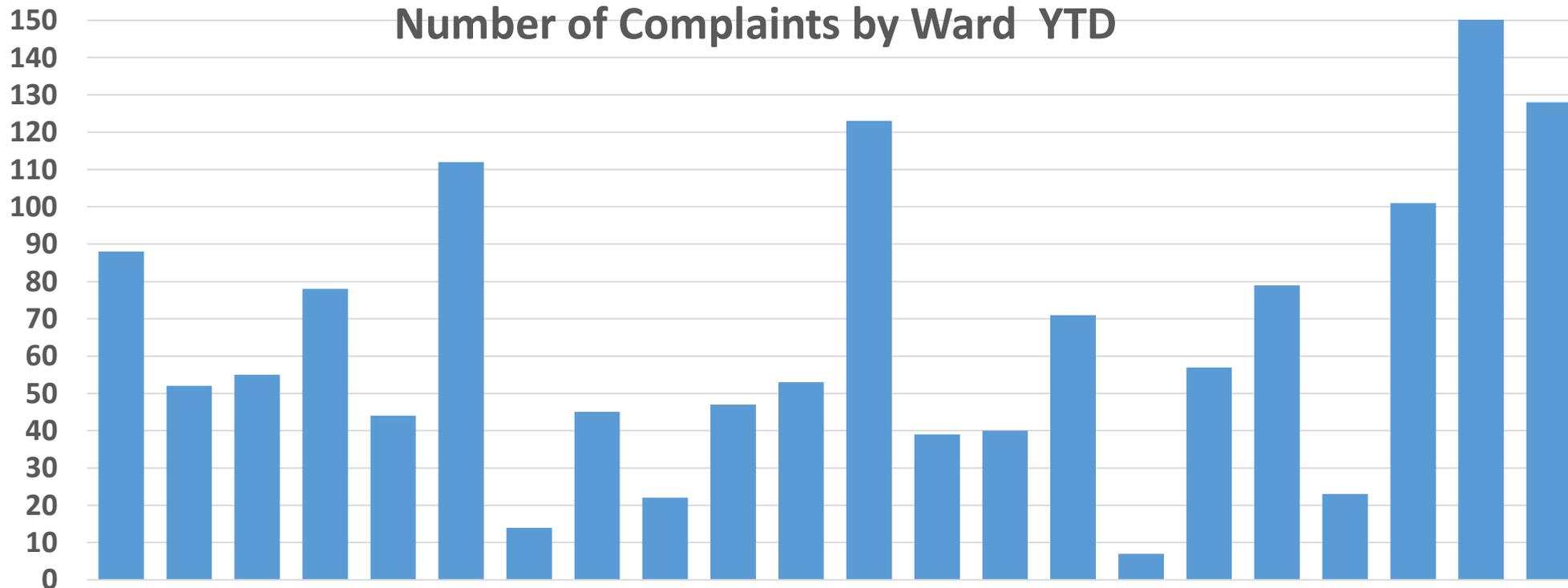
Number of complaints by age profile YTD



Number of complaints by property type YTD



Number of Complaints by Ward YTD



Complaint numbers by type YTD 2025/26

