

	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 49 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 49	3.07%	1.00%	25.5	48	72.8	5.17%	99.36%	96.84%	99.85%
2025/26 profiled Target as at Week 49	2.95%	0.80%	25.0	no target 25/26	47.1	5.18%	97.25%	94.00%	100.00%
Tolerance	3.25%	0.88%	27.5	n/a	51.8	5.70%	87.53%	84.60%	99.84%
Indicator value in 2025/26 at week 49	£2,870,890	£977,824	1007 lettings 1028 terminations		1449 actual complaints 937 target complaints	1028 actual terminations creating a void 1031 target terminations	10 out of 1563	30088 out of 31071 repairs	28 properties
Indicator compared to previous week	Worse than last week	Same as last week	Worse than last week	Worse than last week	Same as last week	Better than last week	Better than last week	Better than last week	Worse than last week
Change in week	0.17%	0.00%	+0	+3	+0.0	-0.05%	0.02%	0.01%	-0.01%
2024/25 Performance as at Week 49	2.73%	0.93%	27.4	97	64.2	n/a	98.68%	95.21%	99.89%
2024/25 profiled Target as at Week 49	2.75%	0.70%	24.0	no target 24/25	47.1	n/a	97.25%	94.00%	100.00%
Indicator value in 2024/25 at week 49	£2,527,957	£494,917	938 lettings 1084 terminations		1278 complaints	n/a	14 out of 1060	30730 out of 32315 repairs	20 properties

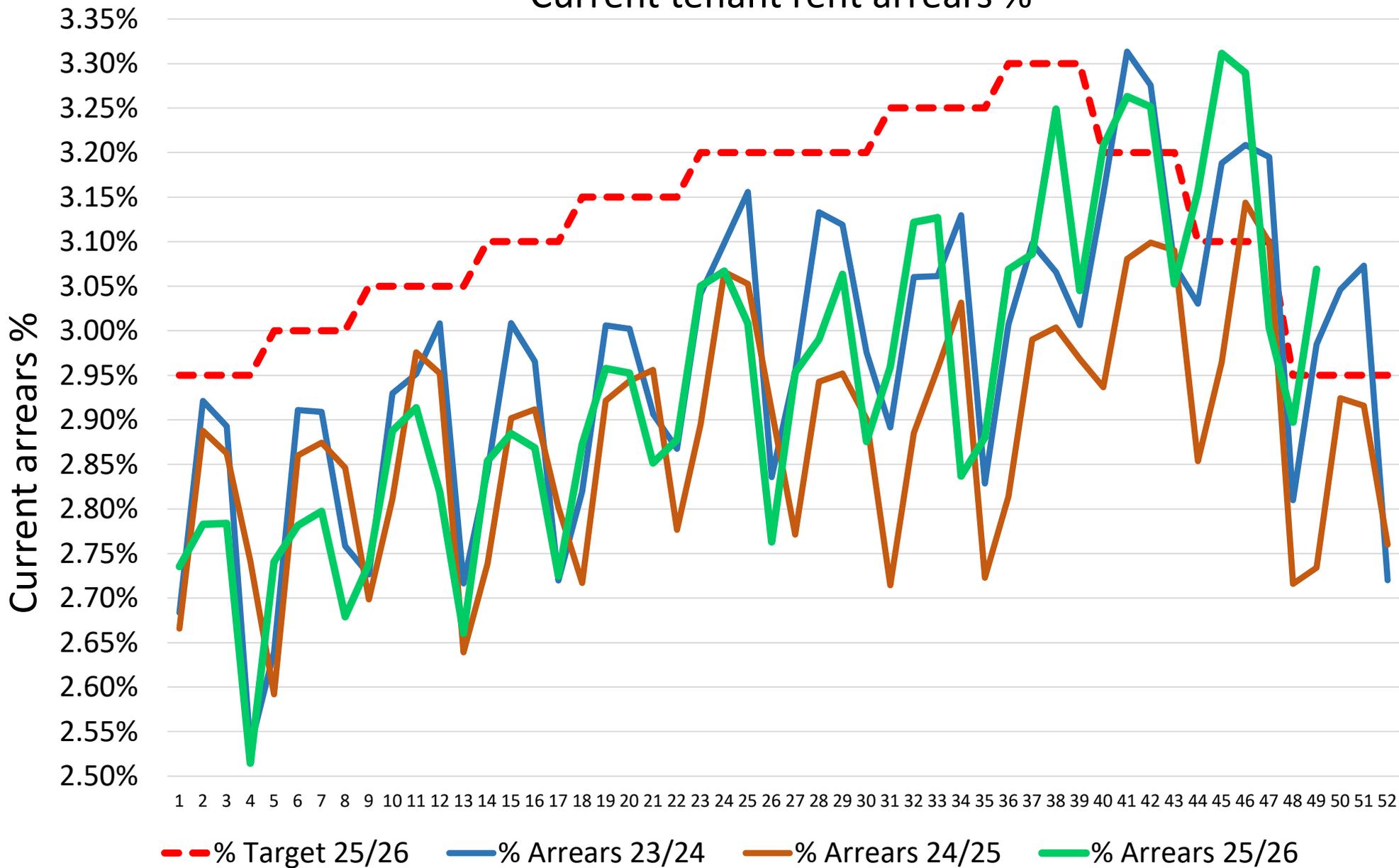
Key :

Meeting / better than target

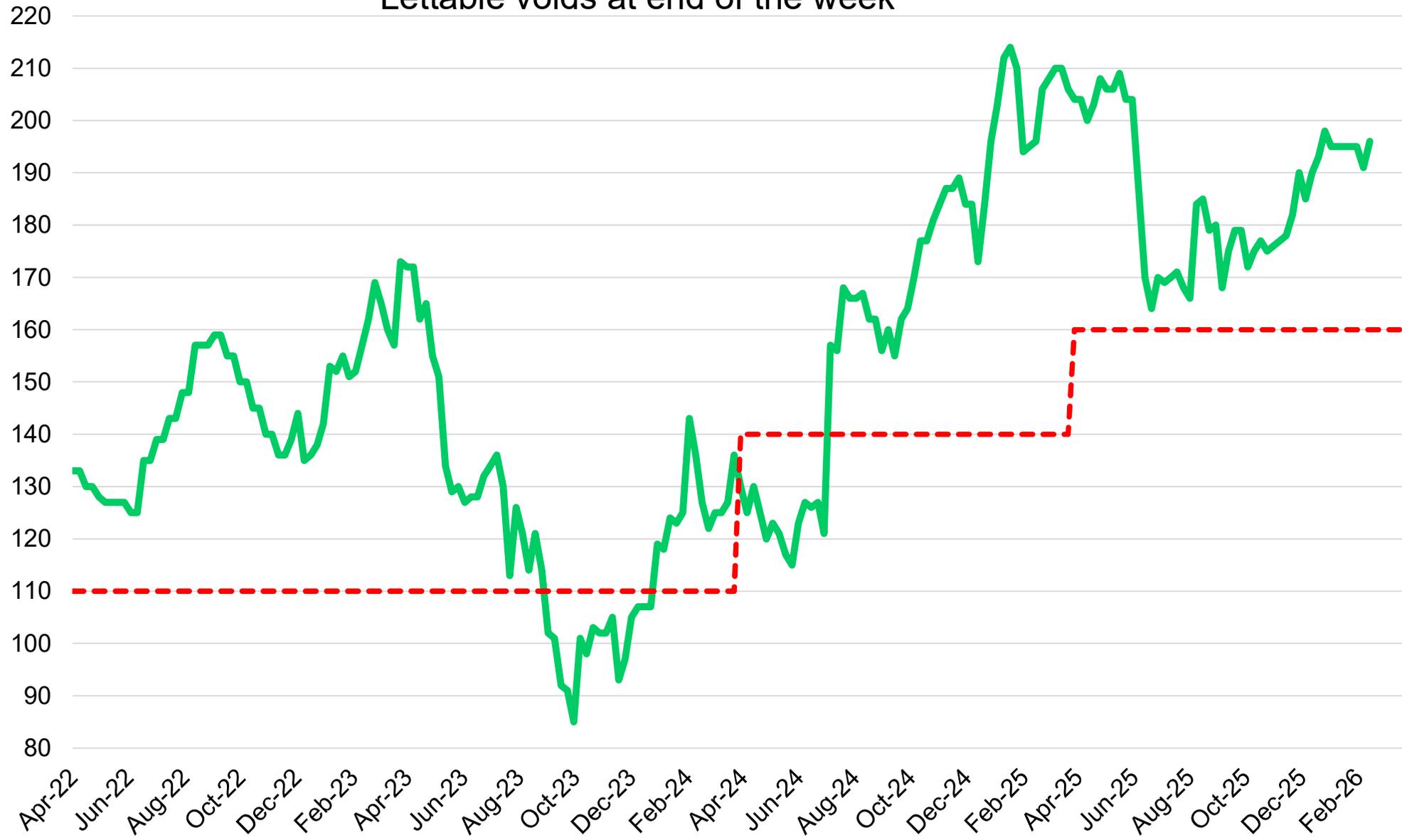
Close to / within tolerances of target

Not meeting / worse than target

Current tenant rent arrears %

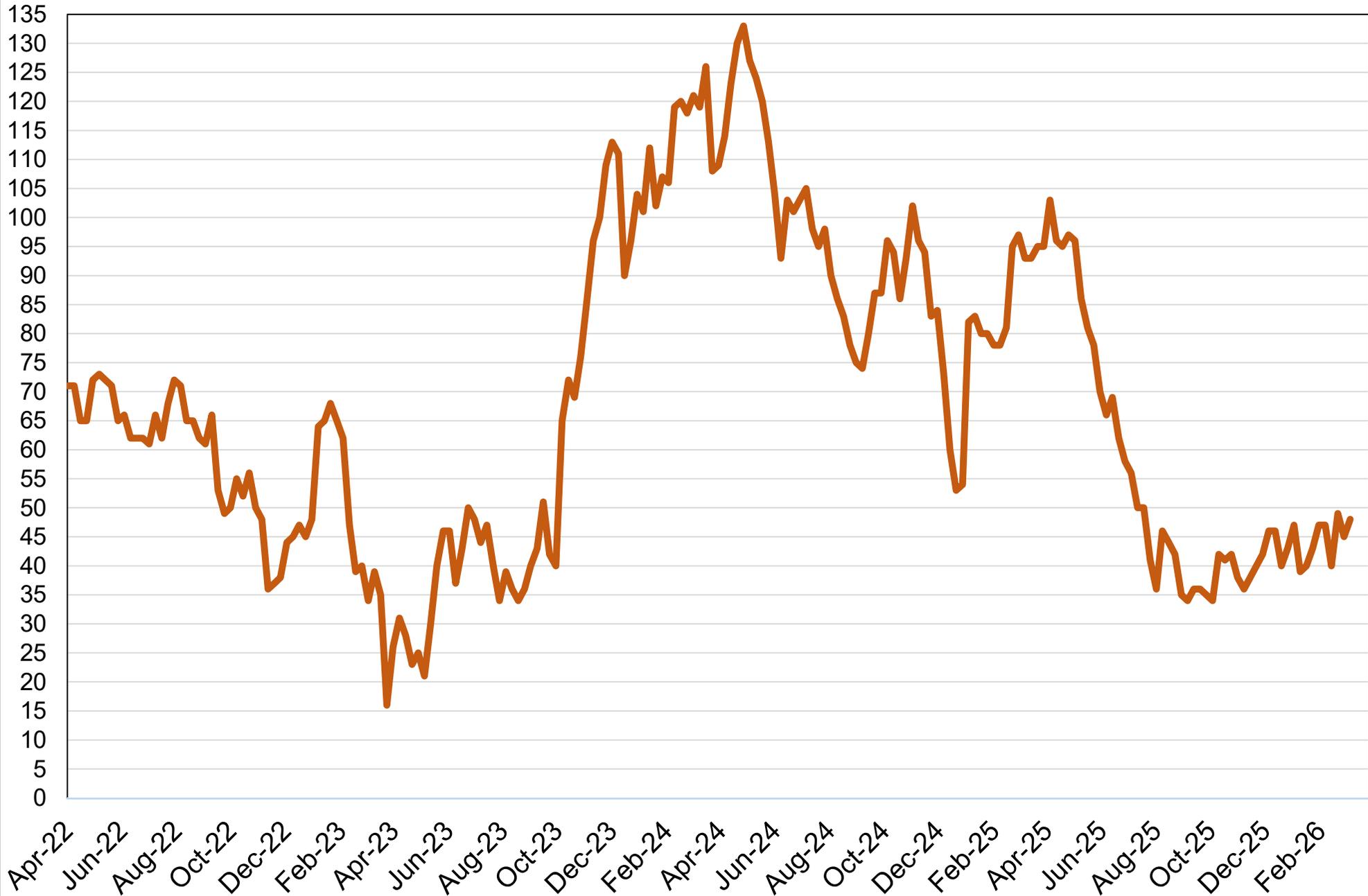


Lettable voids at end of the week

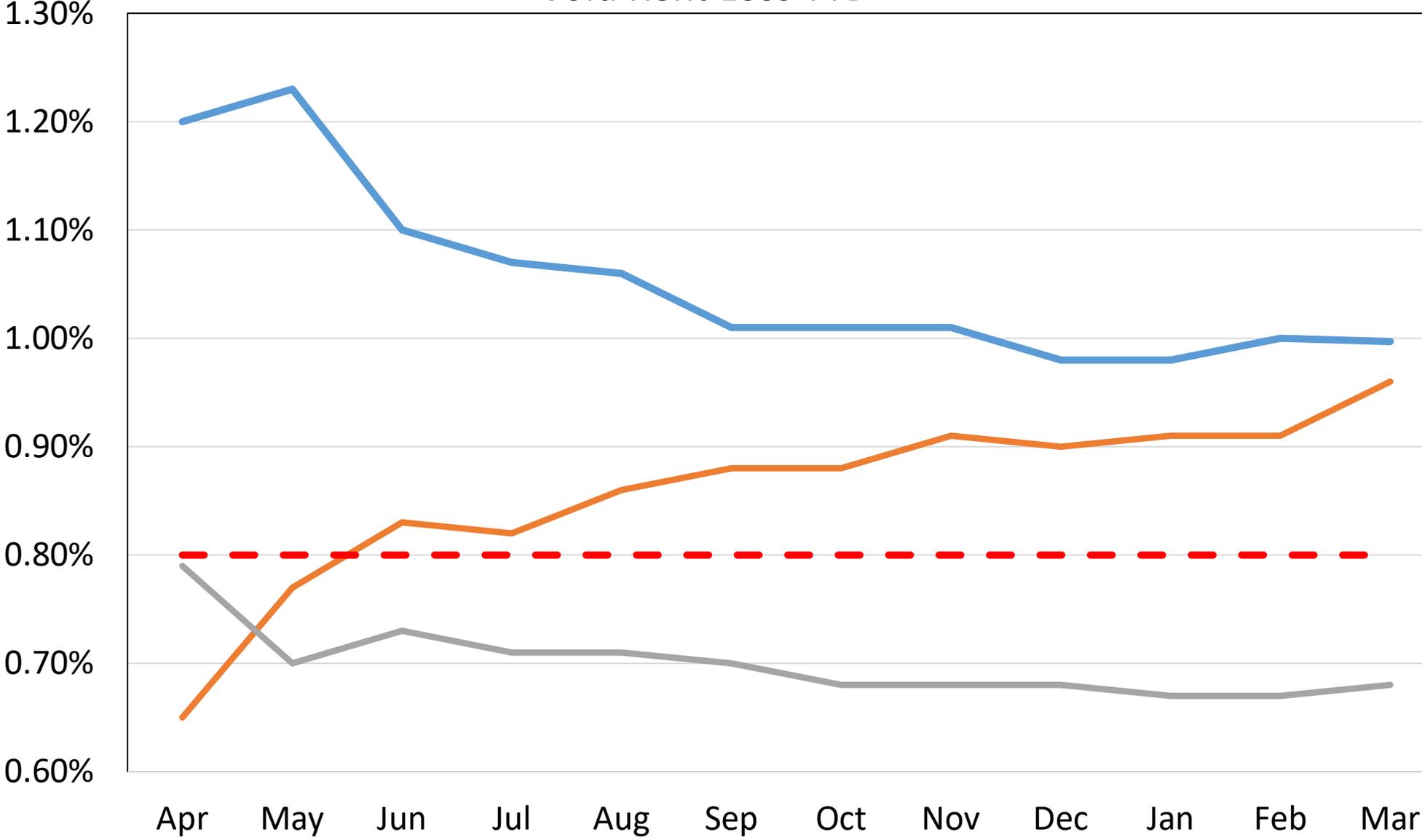


— Lettable voids at end of the week - - - Target voids at end of the week

Number of households in hotels at end of week



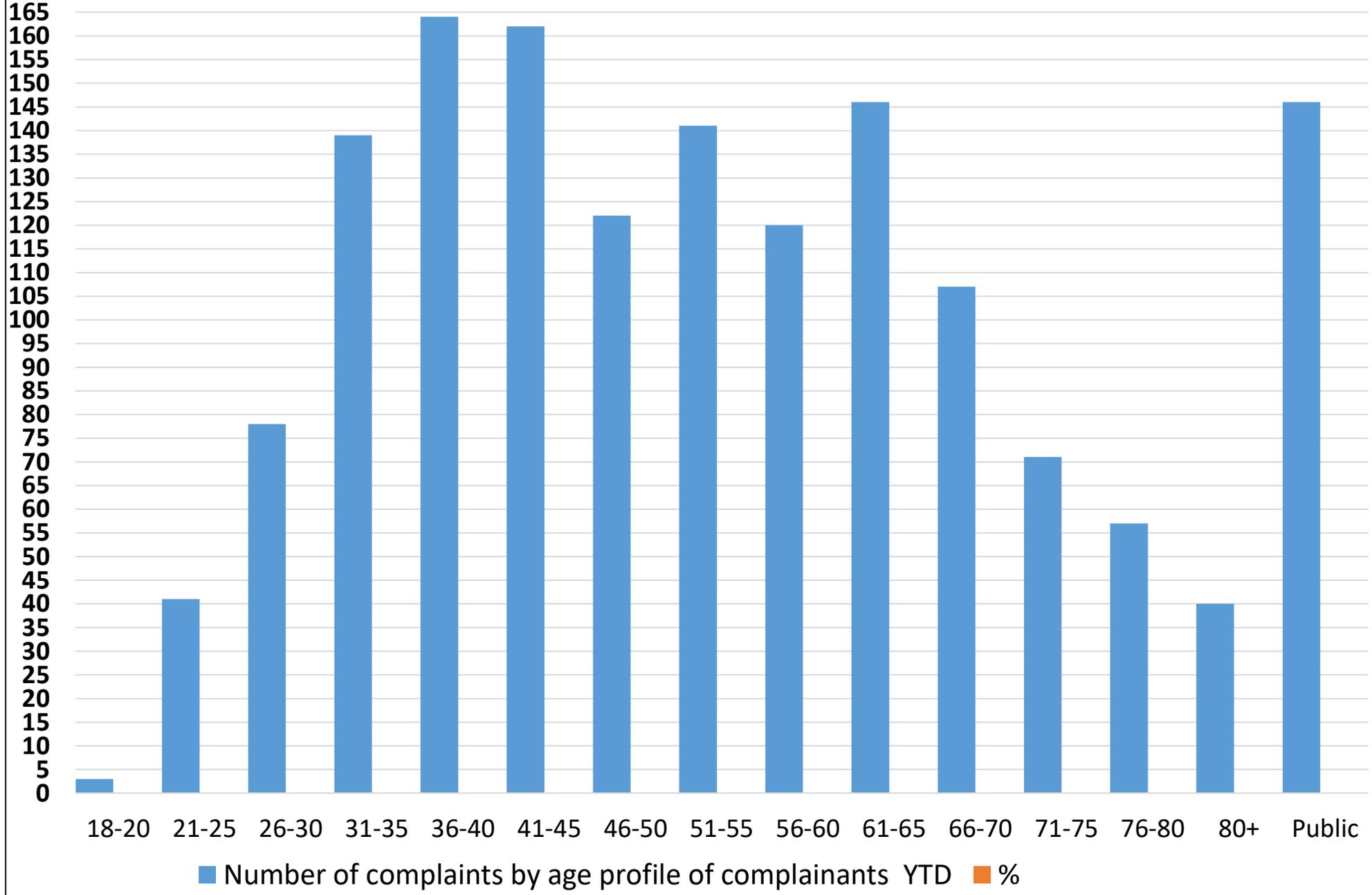
Void Rent Loss YTD



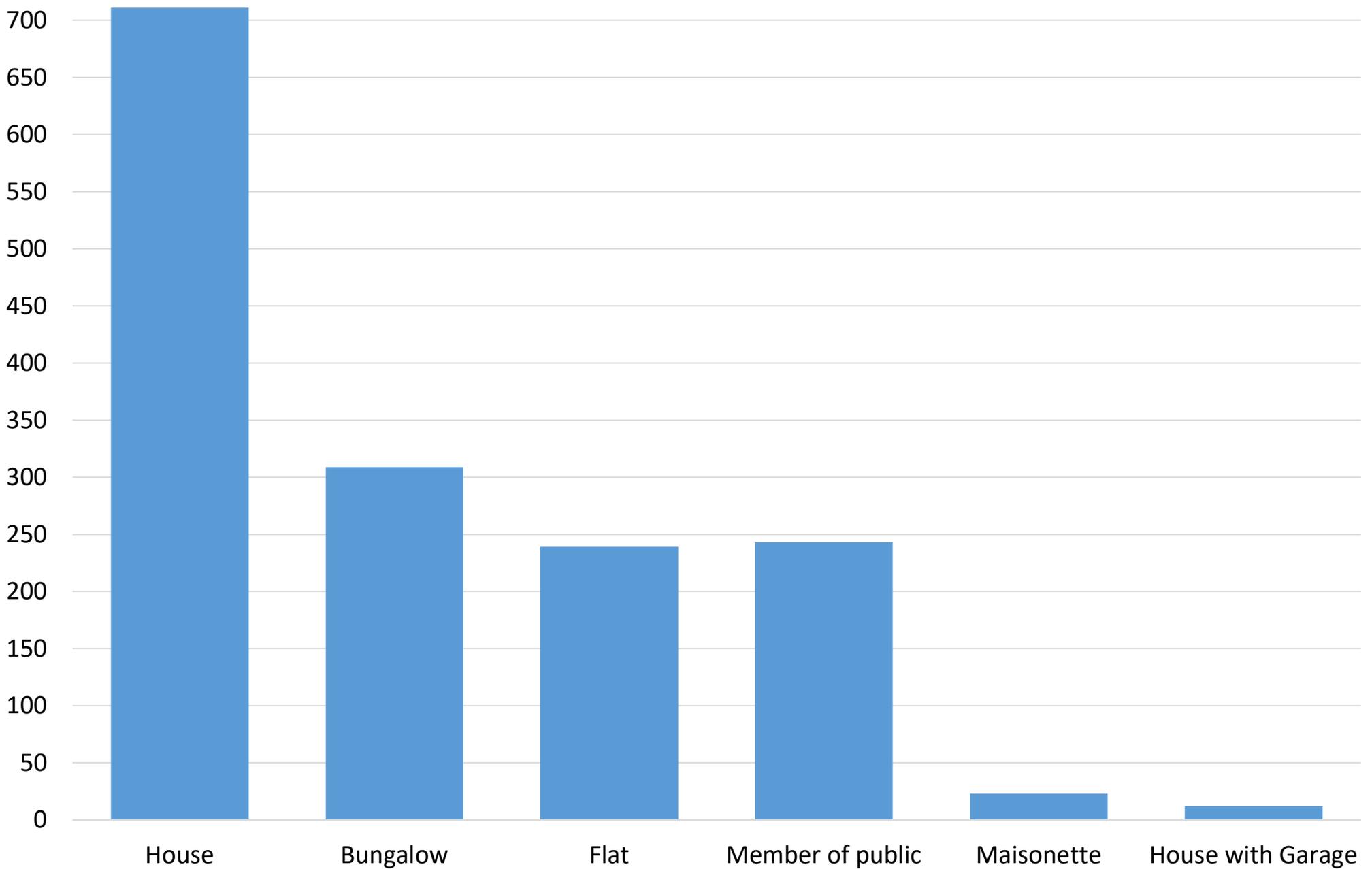
— 25/26 void rent loss % YTD
— 23/24 void rent loss % YTD

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

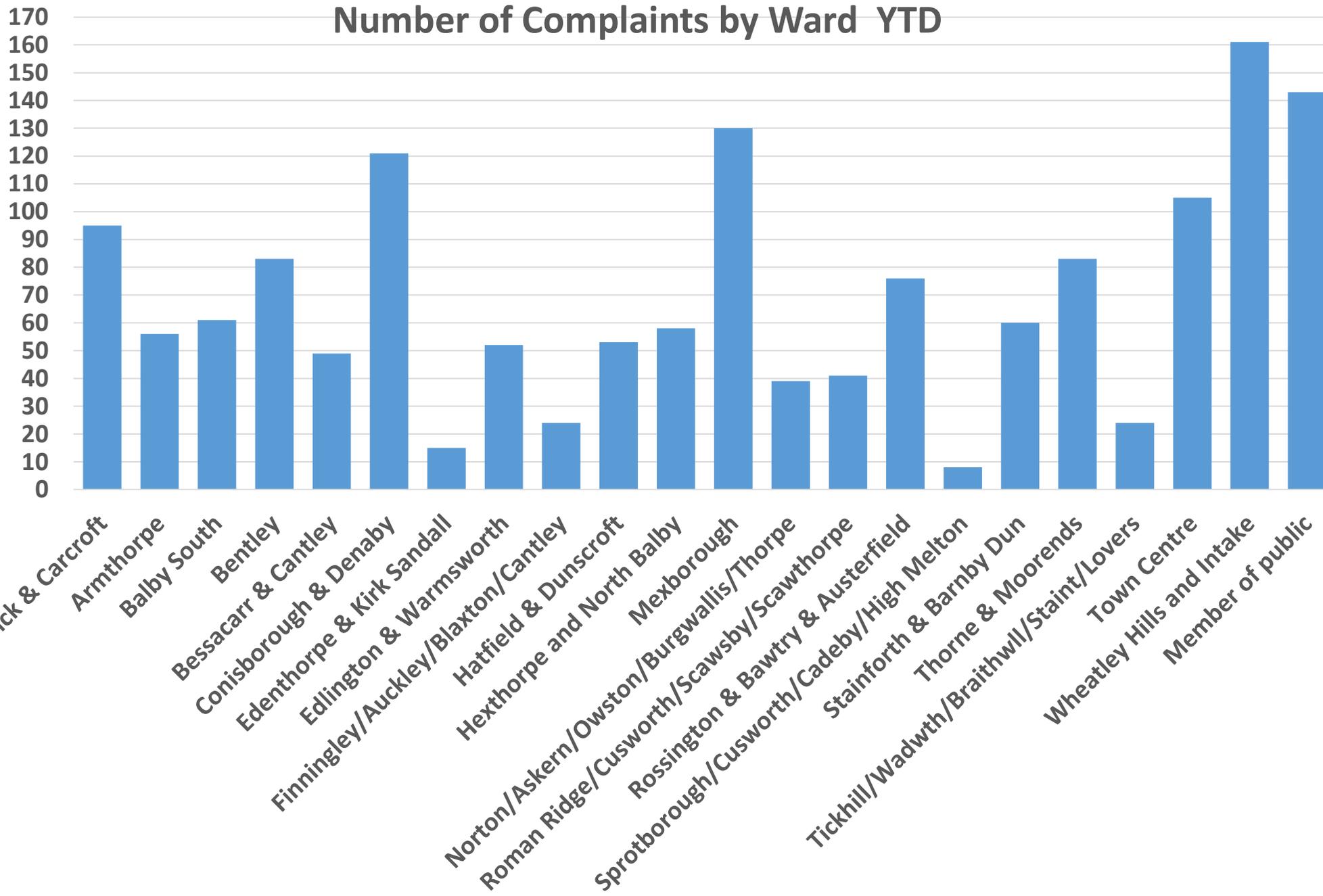
Number of complaints by age profile YTD



Number of complaints by property type YTD



Number of Complaints by Ward YTD



Complaint numbers by type YTD 2025/26

