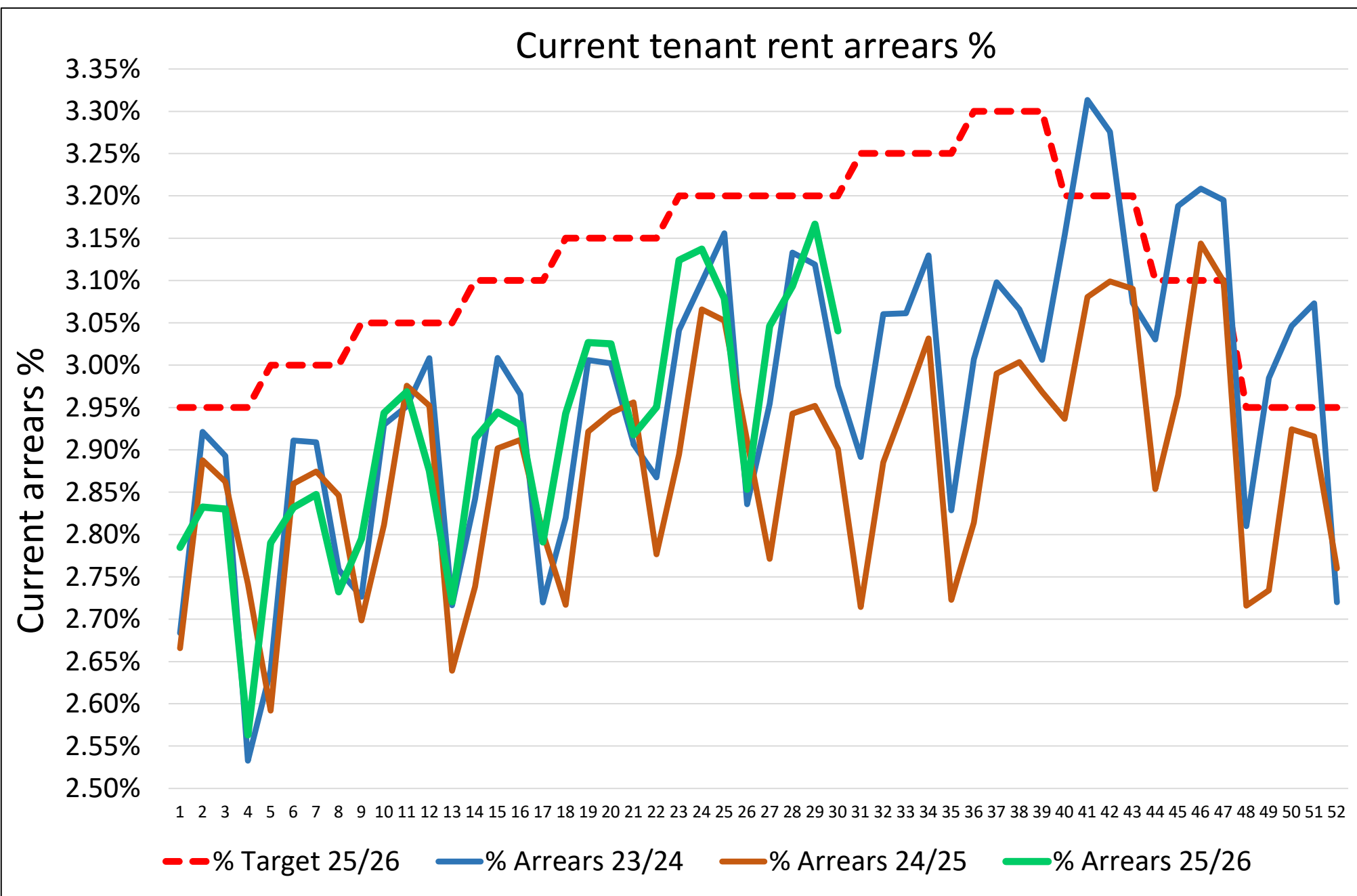
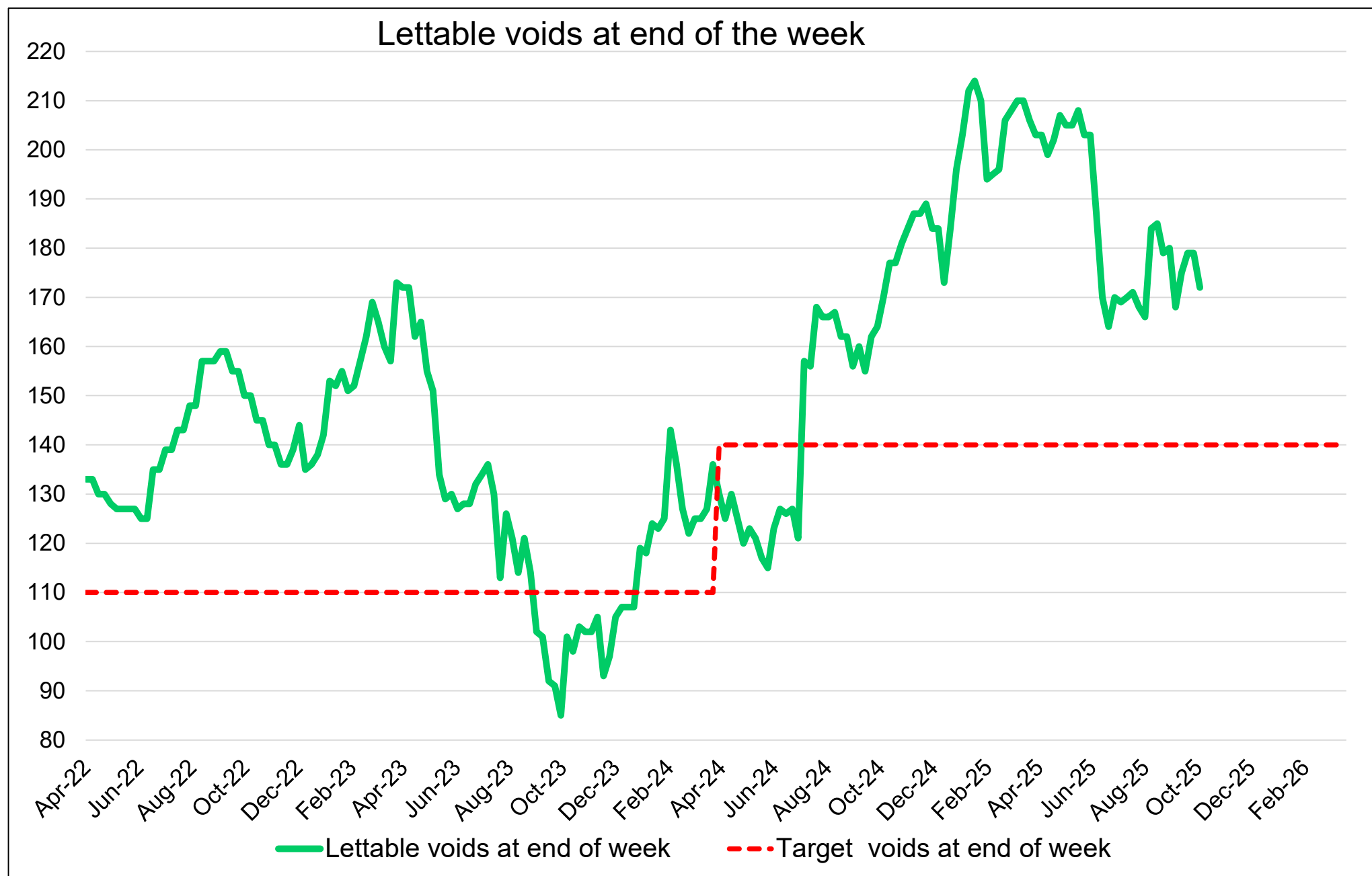
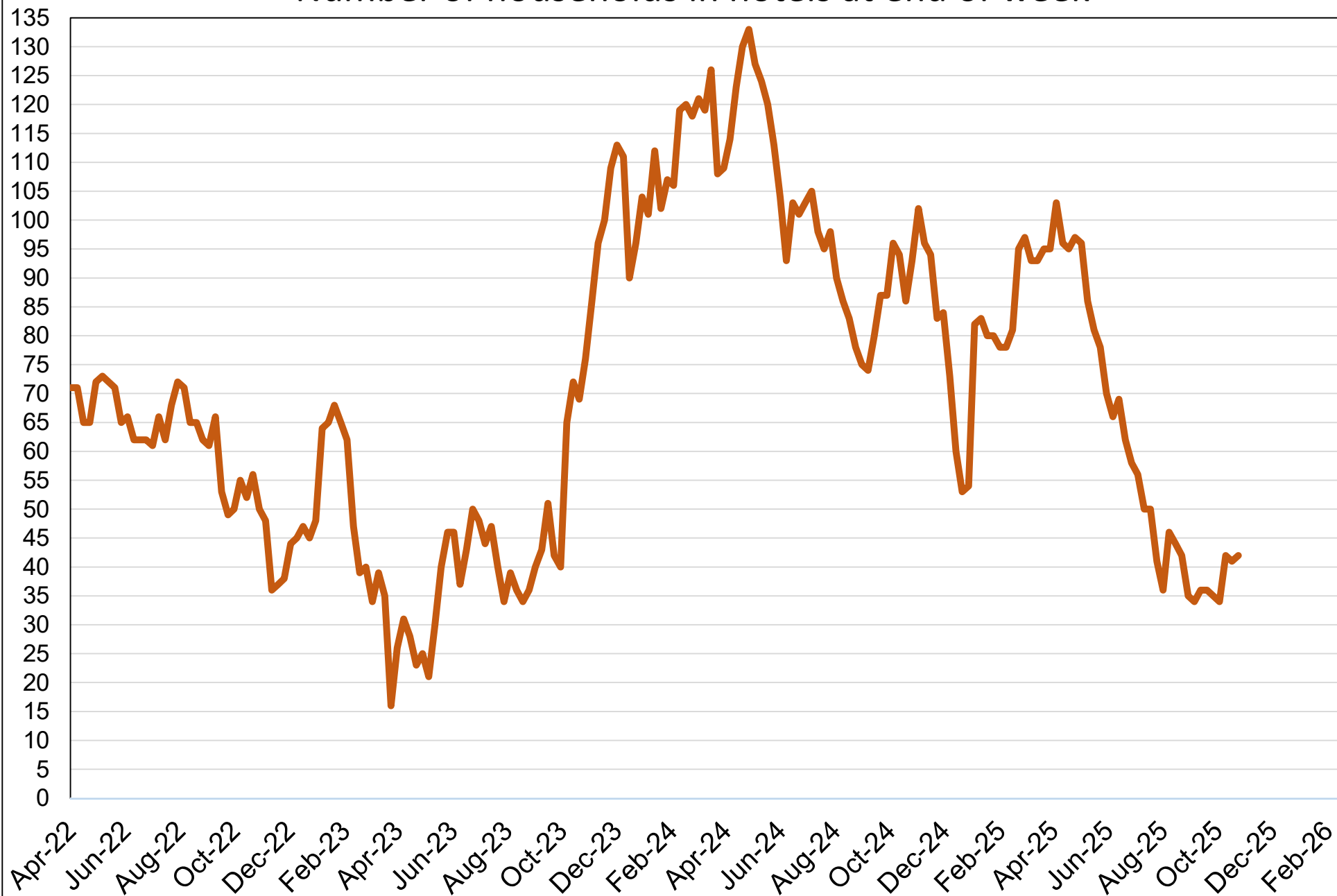


Performance Information : Week 30 2025/26 ending					02-Nov-25				
	Current Tenant Arrears %	Void rent loss % Year to date	Average Relet Time (calendar days) Year to date	Number of Households in hotels at period end (no target)	Total no. of complaints per 1,000 properties after 30 weeks	Tenancy Turnover % (new 25/26)	Tenancies sustained post support %	% Repairs - First Visit Complete	% Properties with a valid gas certificate
2025/26 Performance as at Week 30	3.04%	1.08%	25.4	42	47.3	3.15%	99.29%	96.71%	99.84%
2025/26 profiled Target as at Week 30	3.20%	0.80%	25.0	no target 25/26	28.9	3.17%	97.25%	94.00%	100.00%
Tolerance	3.52%	0.88%	27.5	n/a	31.7	3.49%	87.53%	84.60%	99.84%
Indicator value in 2025/26 at week 30	£2,840,500	£588,287	633 lettings 627 terminations		942 actual complaints 574 target complaints	627 actual terminations creating a void 631 target terminations	8 out of 1119	17480 out of 18075 repairs	31 properties
Indicator compared to previous week	Better than last week	Same as last week	Better than last week	Worse than last week	Worse than last week	Better than last week	Worse than last week	Worse than last week	Better than last week
Change in week	-0.13%	0.00%	-0.16	+1	+1.0	-0.02%	-0.24%	-0.03%	0.01%
2024/25 Performance as at Week 30	2.90%	0.89%	25.5	86	40.7	n/a	98.69%	94.87%	99.87%
2024/25 profiled Target as at Week 30	3.00%	0.70%	24.0	no target 24/25	28.9	n/a	97.25%	94.00%	100.00%
Indicator value in 2024/25 at week 30	£2,682,029	£314,843	571 lettings 647 terminations		809 complaints	n/a	9 out of 688	17206 out of 17978 repairs	24 properties
Key : Meeting / better than target Close to / within tolerances of target Not meeting / worse than target									

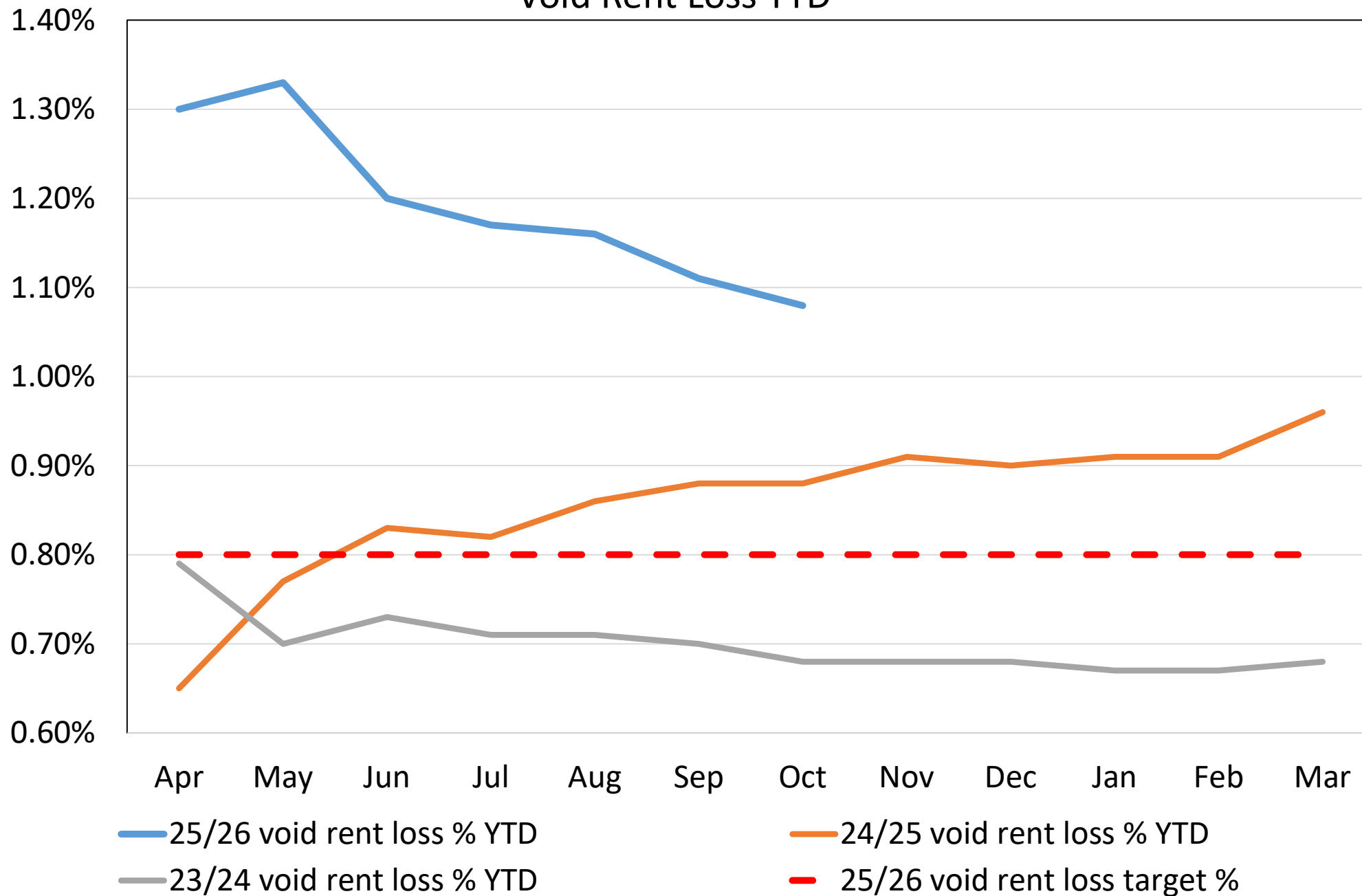




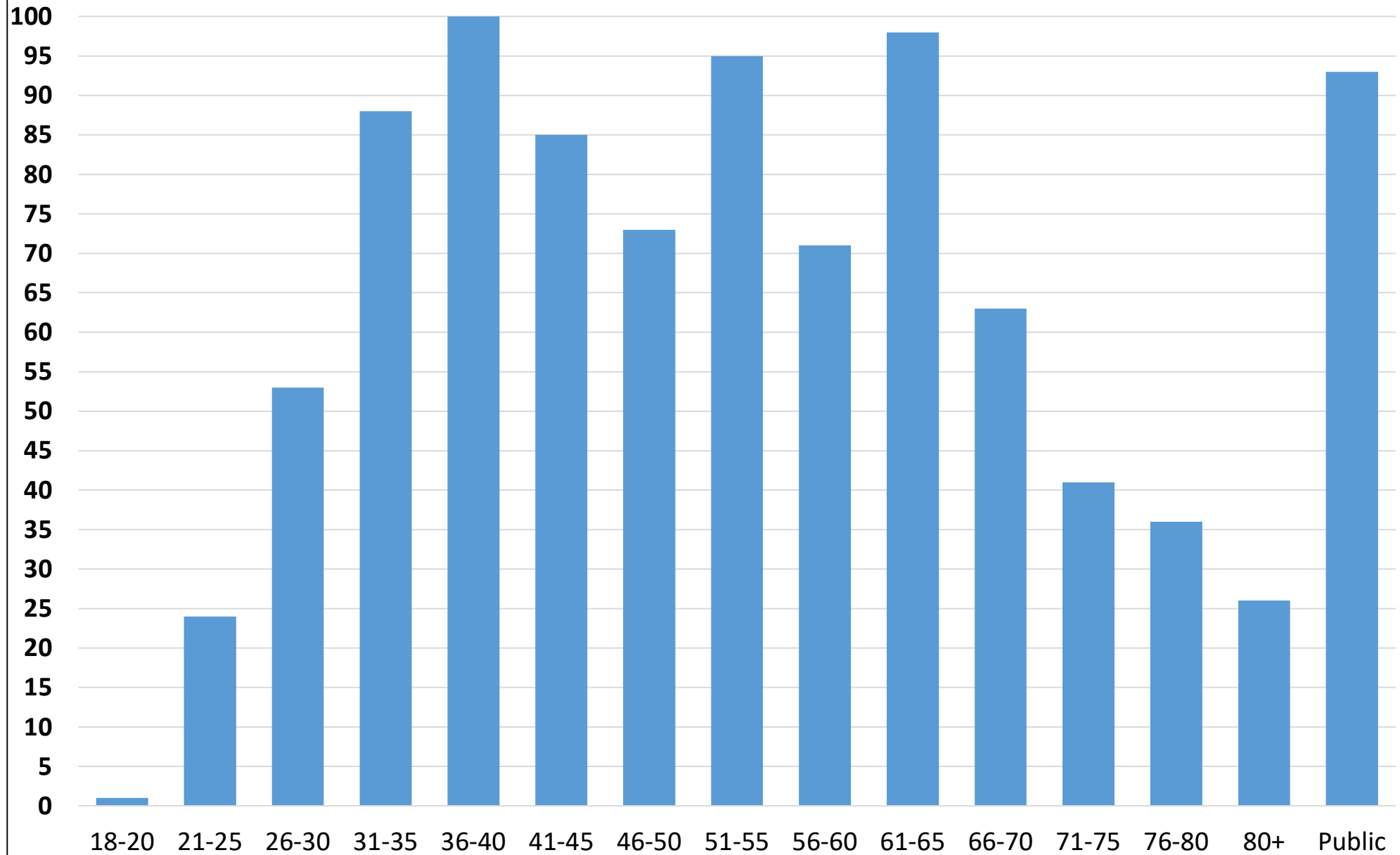
Number of households in hotels at end of week



Void Rent Loss YTD

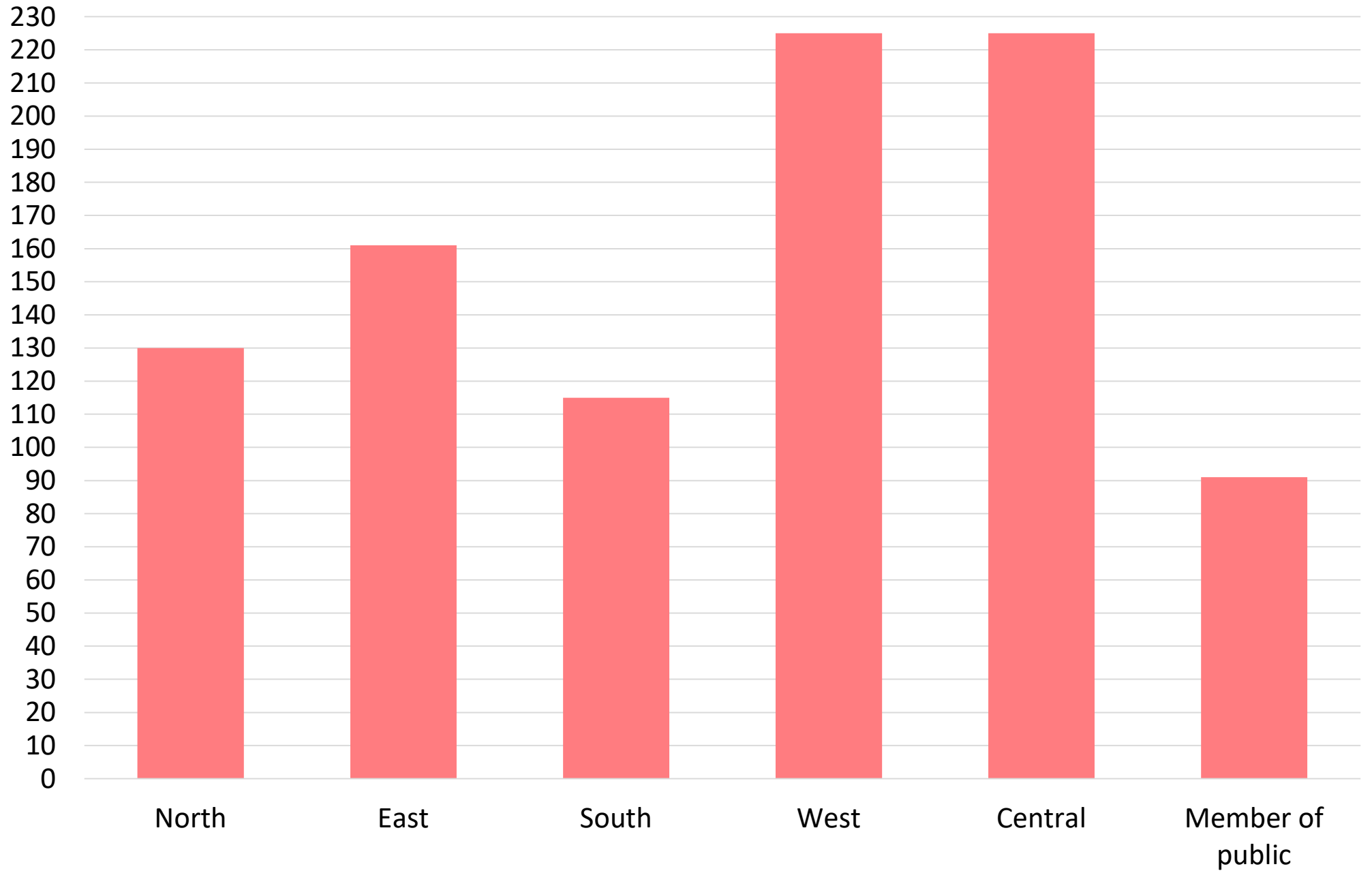


Number of complaints by age profile of complainants YTD

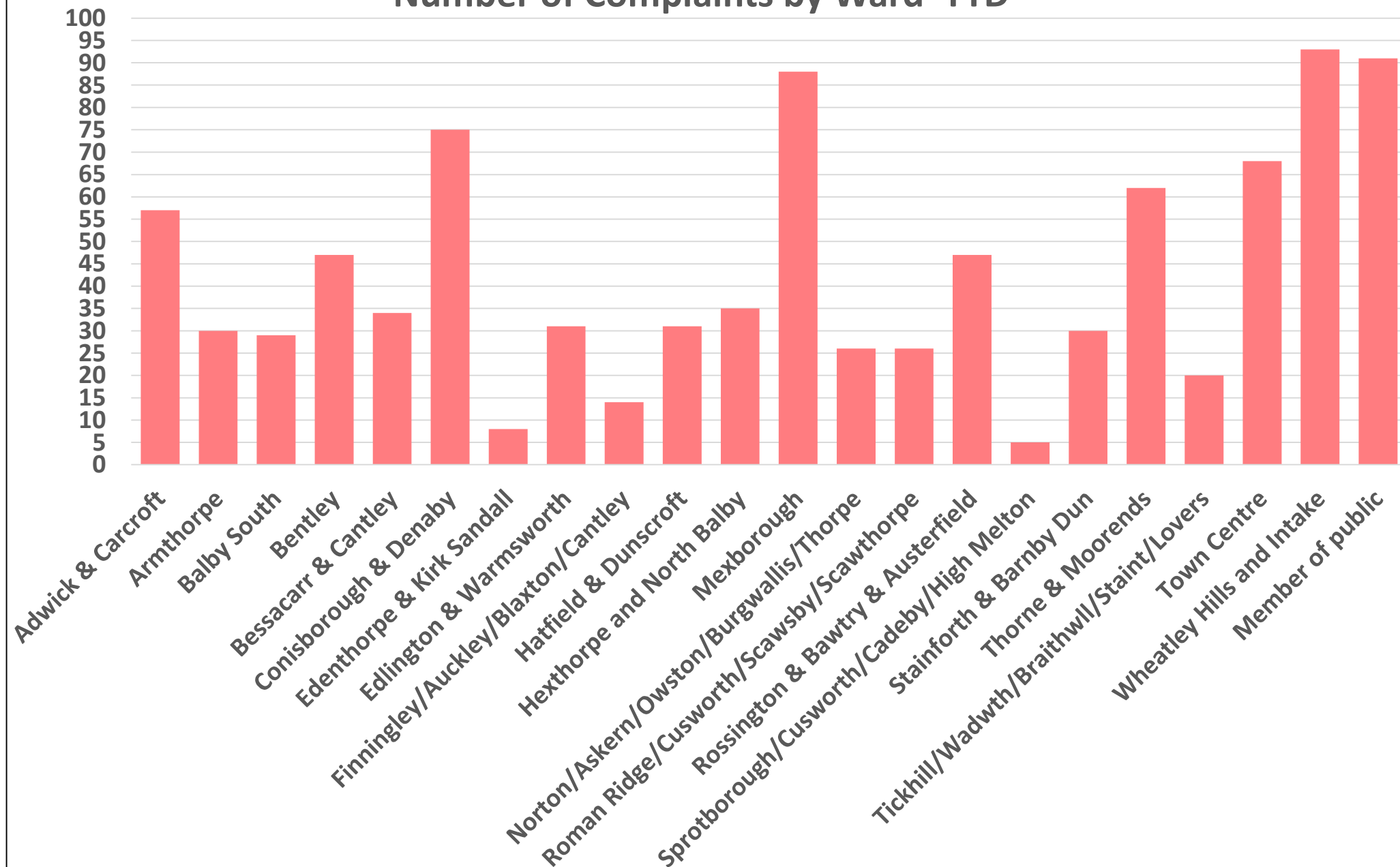


■ Number of complaints by age profile of complainants YTD

Number of Complaints by Area YTD



Number of Complaints by Ward YTD



Complaint numbers by type YTD 2025/26