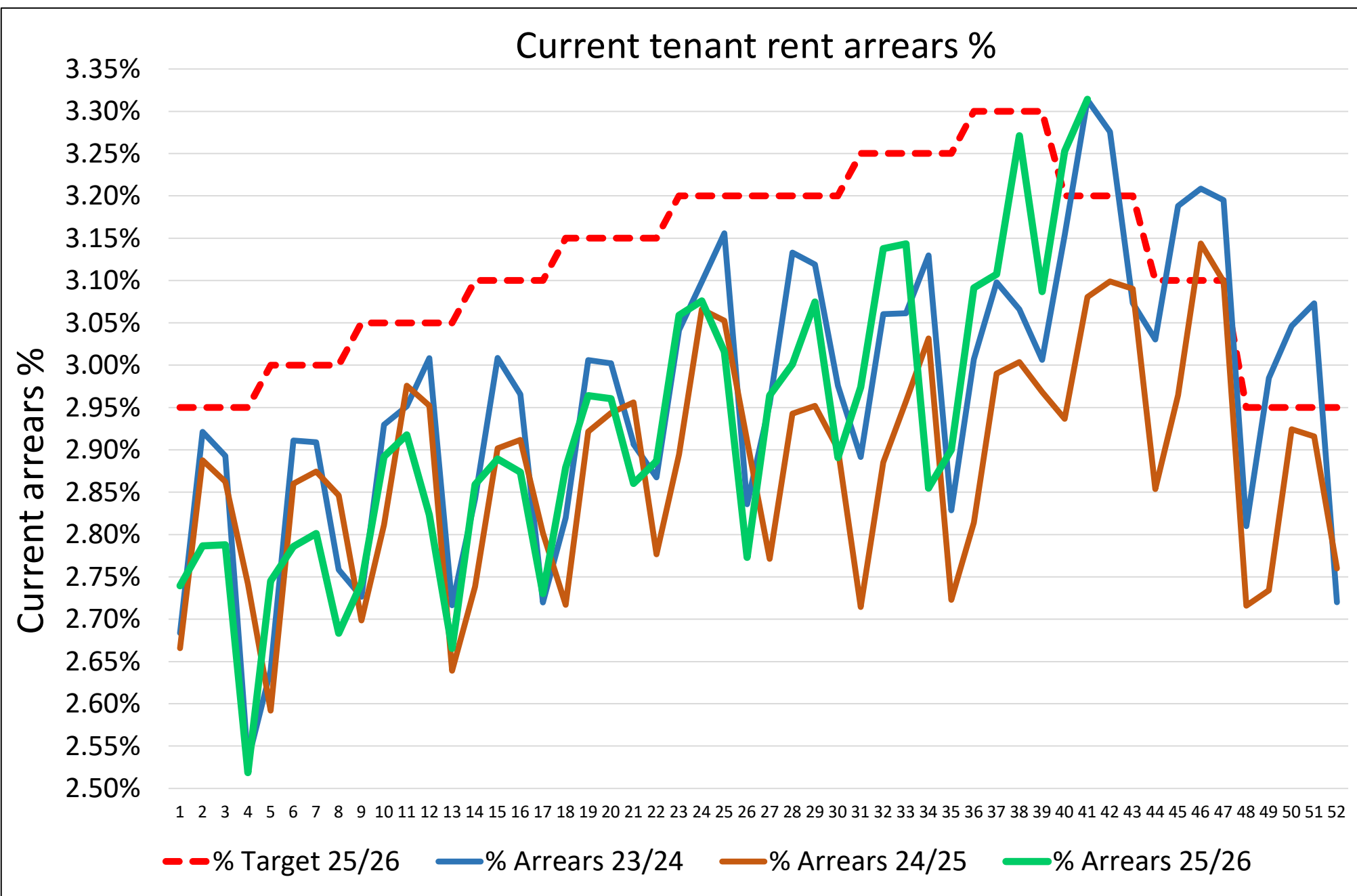
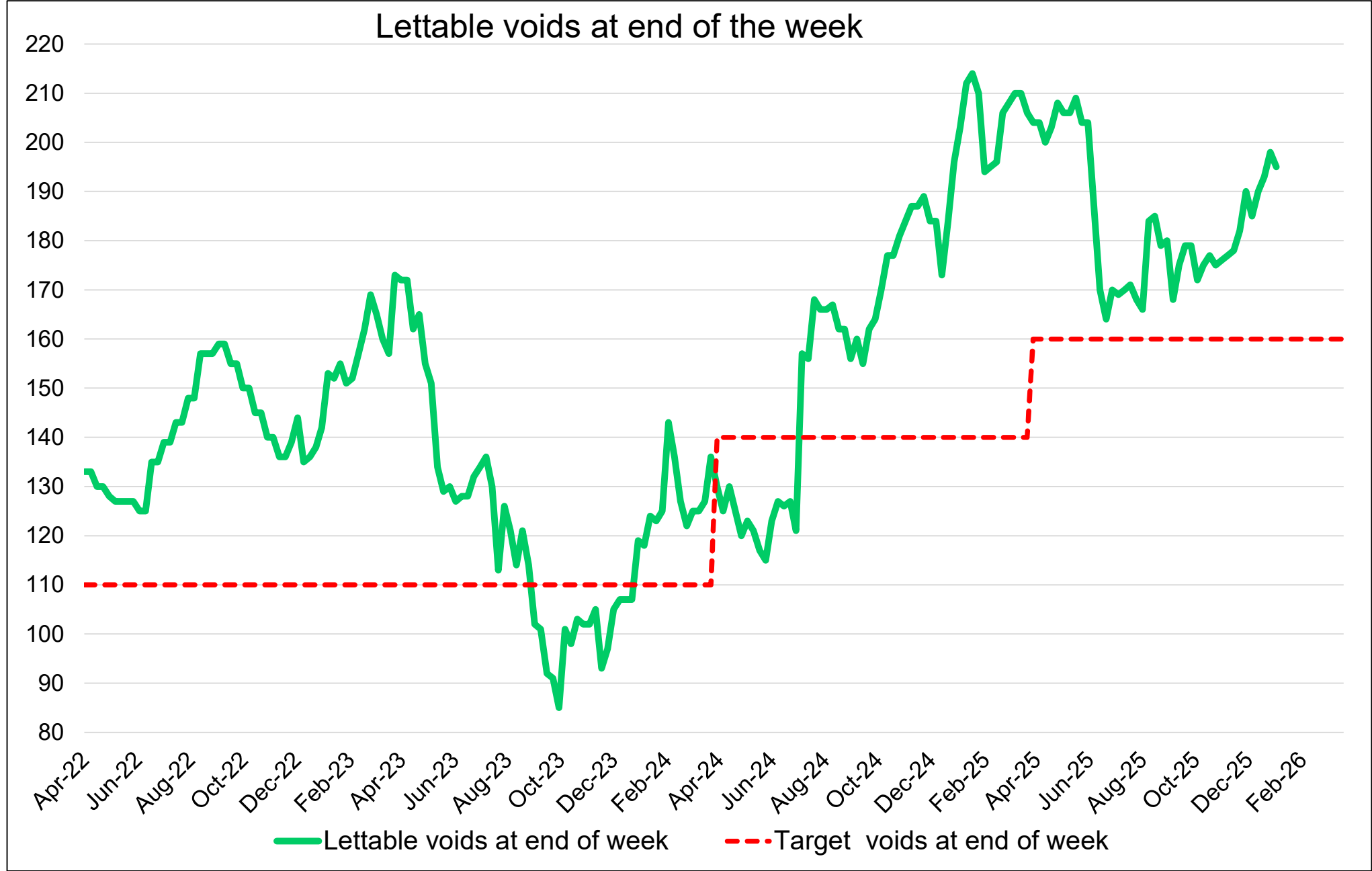
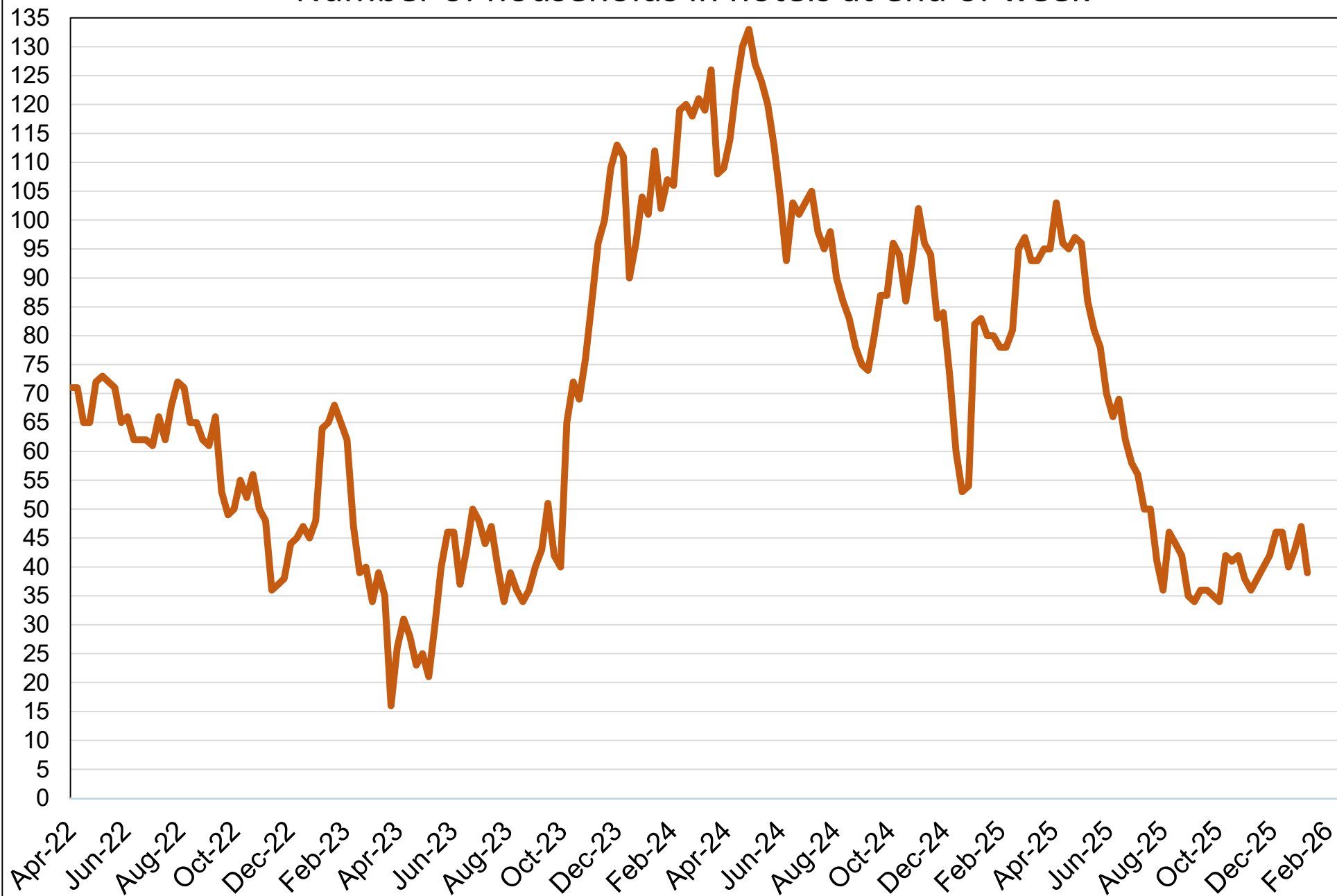


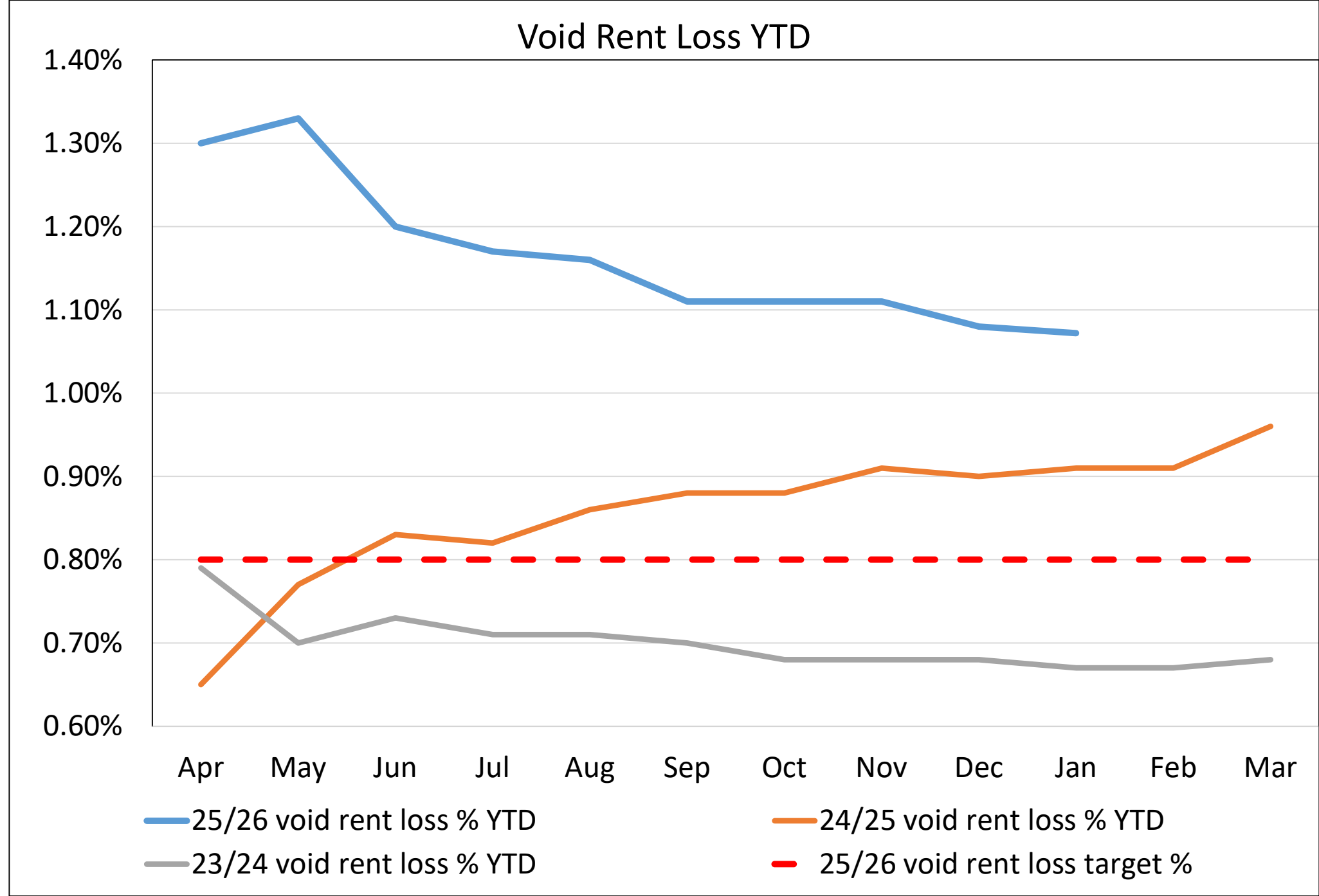
Performance Information : Week 41 2025/26 ending					18-Jan-26				
	Current Tenant Arrears %	Void rent loss % Year to date	Average Relet Time (calendar days) Year to date	Number of Households in hotels at period end (no target)	Total no. of complaints per 1,000 properties after 41 weeks	Tenancy Turnover % (new 25/26)	Tenancies sustained post support %	% Repairs - First Visit Complete	% Properties with a valid has certificate
2025/26 Performance as at Week 41	3.31%	1.07%	25.3	39	63.7	4.35%	99.34%	96.78%	99.88%
2025/26 profiled Target as at Week 41	3.20%	0.80%	25.0	no target 25/26	39.4	4.34%	97.25%	94.00%	100.00%
Tolerance	3.52%	0.88%	27.5	n/a	43.3	4.77%	87.53%	84.60%	99.84%
Indicator value in 2025/26 at week 41	£3,098,604	£798,969	838 lettings 865 terminations		1267 actual complaints 784 target complaints	865 actual terminations creatinh a void 863 target terminations	9 out of 1371	24613 out of 25431 repairs	22 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	Better than last week	Better than last week	Better than last week	Worse than last week
Chanhe in week	0.06%	0.00%	+0.3	-8	+1.3	-0.01%	0.01%	0.02%	-0.01%
2024/25 Performance as at Week 41	3.08%	0.91%	26.3	82	53.7	n/a	98.67%	95.03%	99.90%
2024/25 profiled Target as at Week 41	3.00%	0.70%	24.0	no target 24/25	39.4	n/a	97.25%	94.00%	100.00%
Indicator value in 2024/25 at week 41	£2,848,411	£411,924	760 lettings 893 terminations		1069 complaints	n/a	12 out of 904	24851 out of 26062 repairs	18 properties
Key : Meeting / better than target Close to / within tolerances of target Not meeting / worse than target									



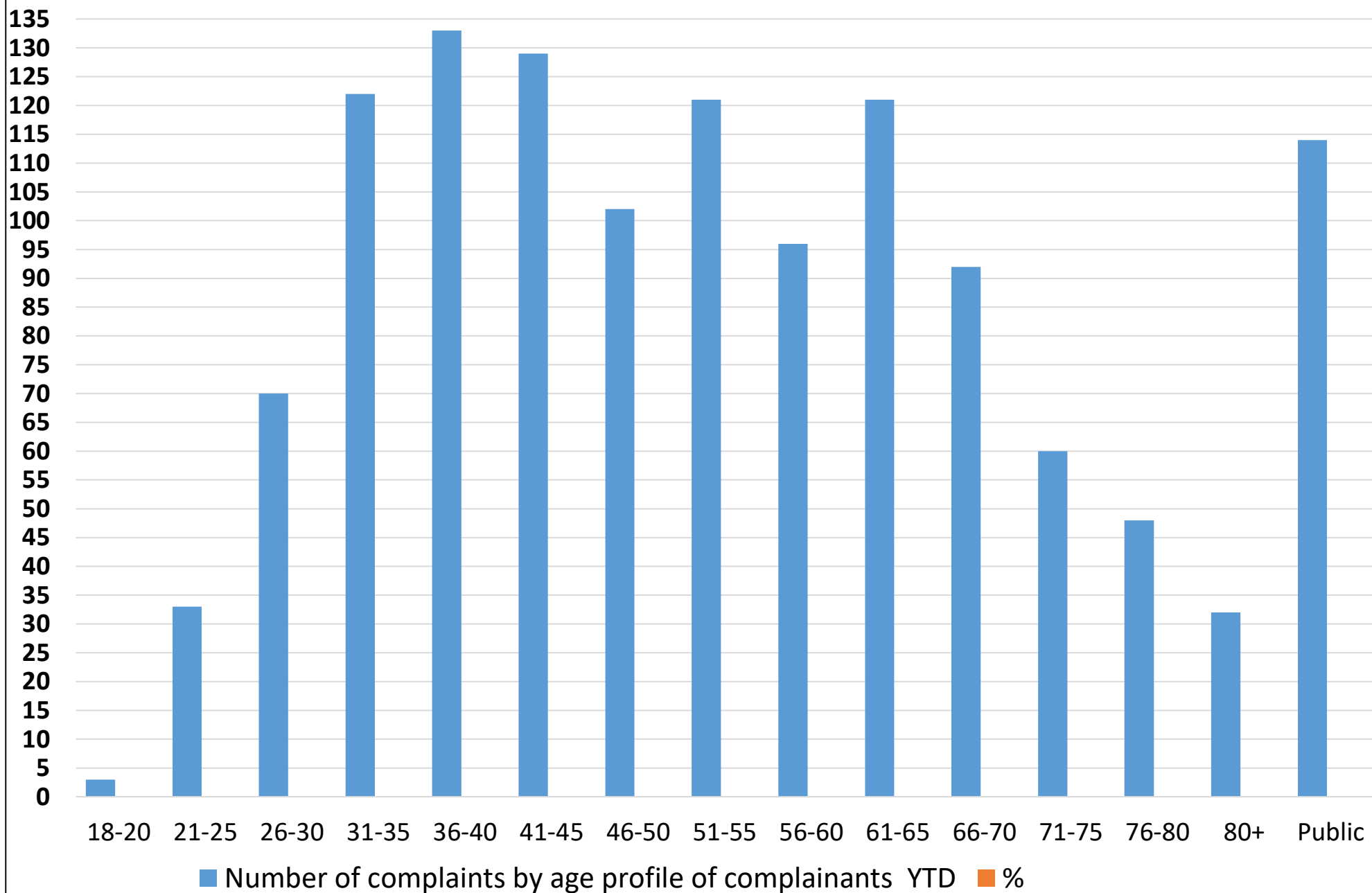


Number of households in hotels at end of week

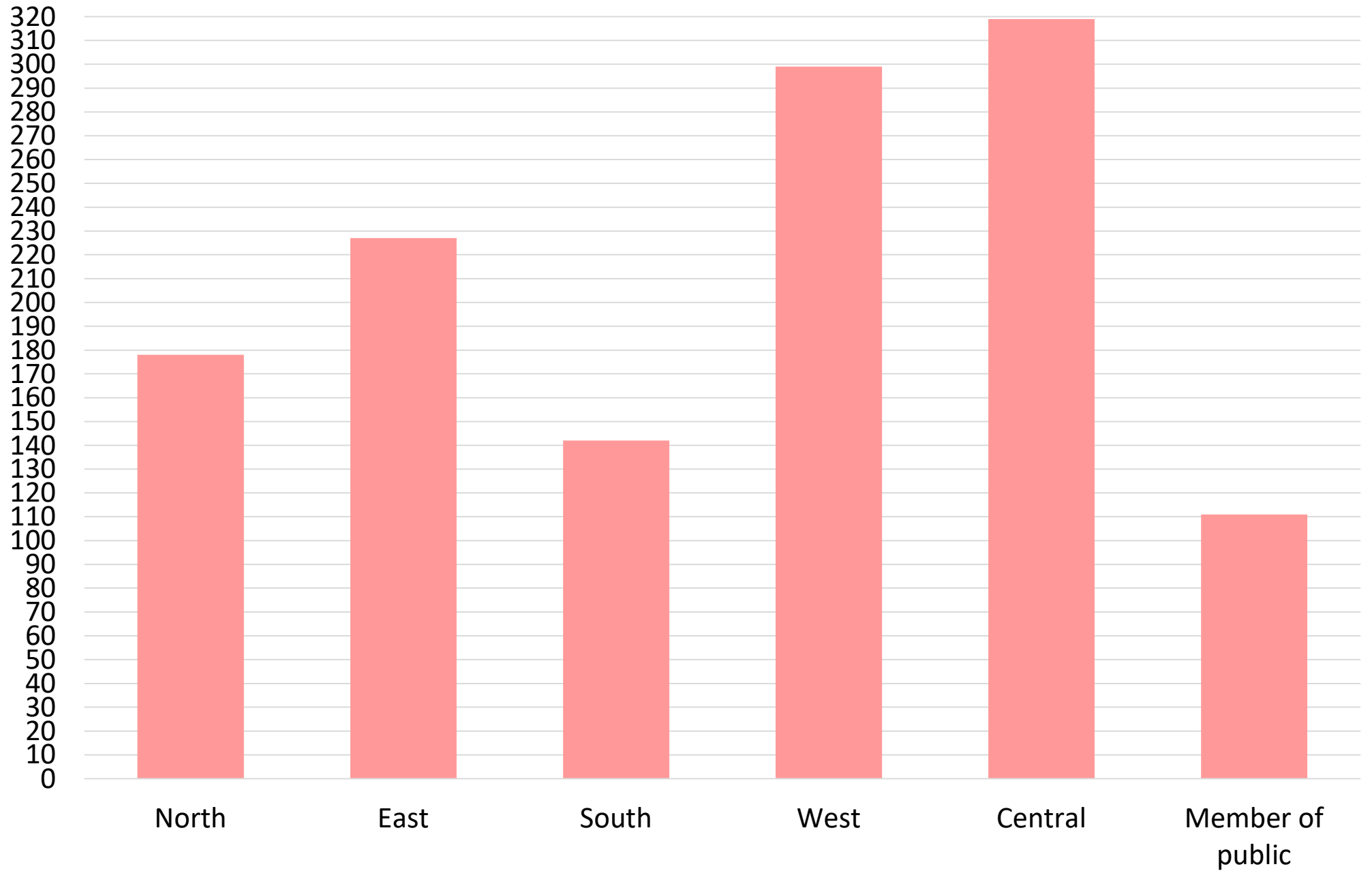




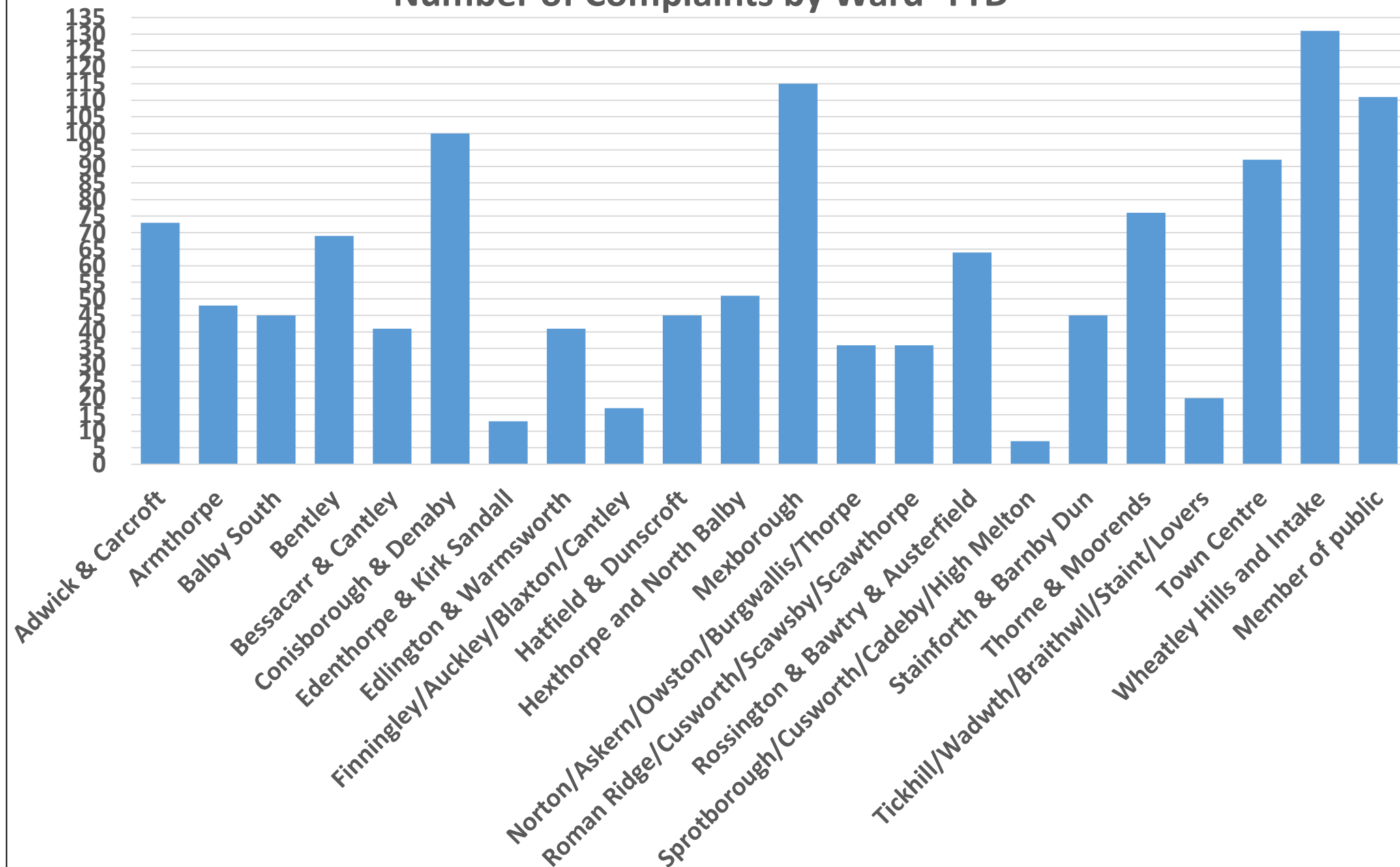
Number of complaints by age profile YTD



Number of Complaints by Area YTD



Number of Complaints by Ward YTD



Complaint numbers by type YTD 2025/26