

	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 6 weeks	Tenancy Turnover % (new 25/26)	Tenancies sustained post support %	% Repairs - First Visit Complete	% Properties with a valid has certificate
2026/27 Performance as at Week 6	3.02%	1.07%	22.8	55	10.6	0.61%	99.22%	97.93%	99.58%
2026/26 profiled Target as at Week 6	3.00%	0.80%	25.0	no target 26/27	5.8	0.63%	97.25%	94.00%	100.00%
Tolerance	3.30%	0.88%	27.5	n/a	6.4	0.70%	87.53%	84.60%	99.68%
Indicator value in 2026/27 at week 6	£2,970,948	£134,105	133 lettings 126 terminations		211 actual complaints 115 target complaints	122 actual terminations creating a void 126 target terminations	1 out of 128	3936 out of 4019 repairs	79 properties
Indicator compared to previous 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	Better than last week	Worse than last week	Better than last week
Change in week	0.09%	0.01%	-0.7	+6	+1.4	-0.05%	0.19%	-0.08%	0.01%
2025/26 Performance as at Week 6	2.78%	1.23%	27.0	86	9.9	n/a	100.00%	95.94%	99.77%
2025/26 profiled Target as at Week 6	3.00%	0.80%	25.0	no target 25/26	5.8	n/a	97.25%	94.00%	100.00%
Indicator value in 2025/26 at week 6	£2,592,075	£134,091	133 lettings 122 terminations		197 complaints	n/a	0 out of 187	3522 out of 3730 repairs	44 properties

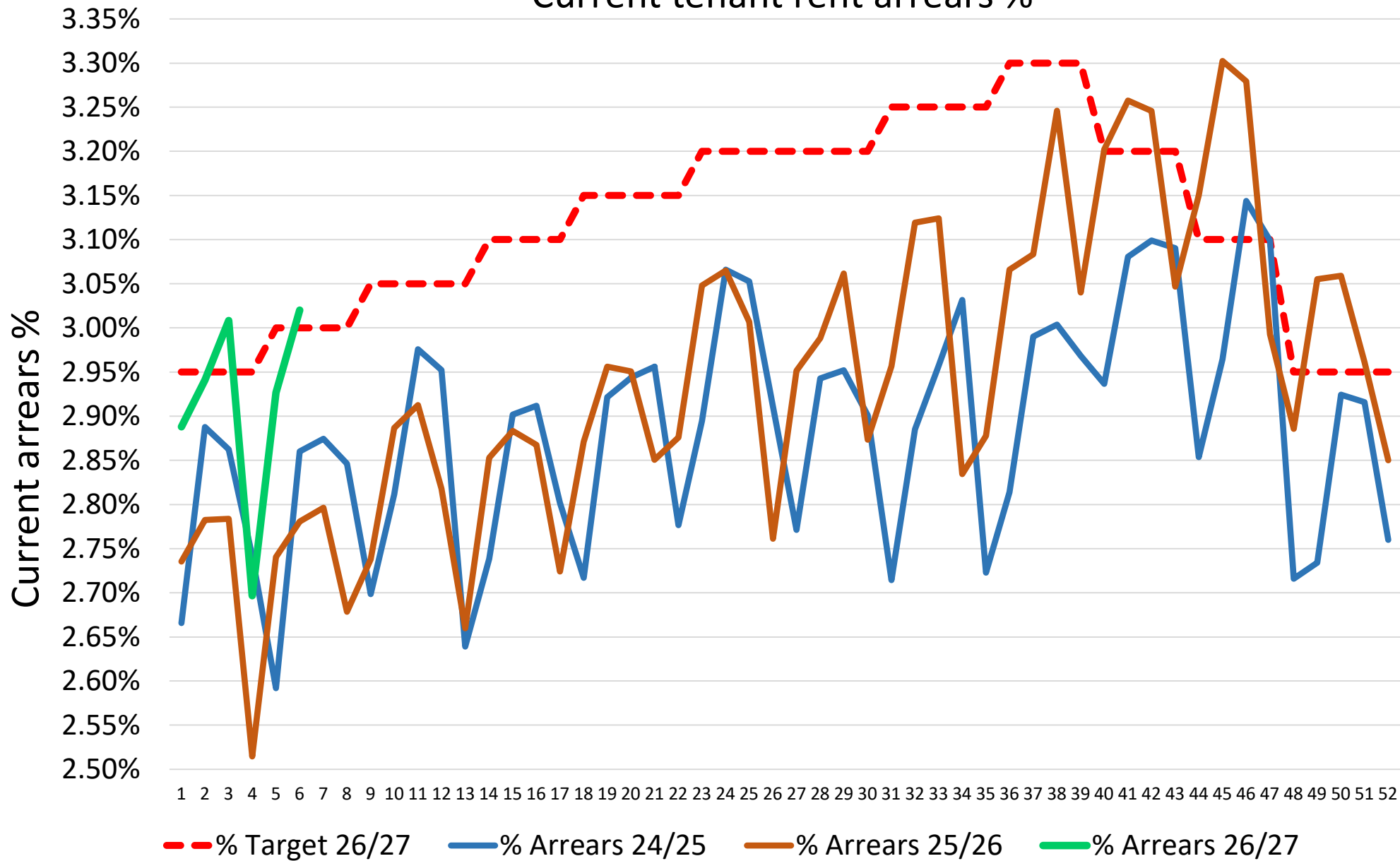
Key :

Meeting / better than target

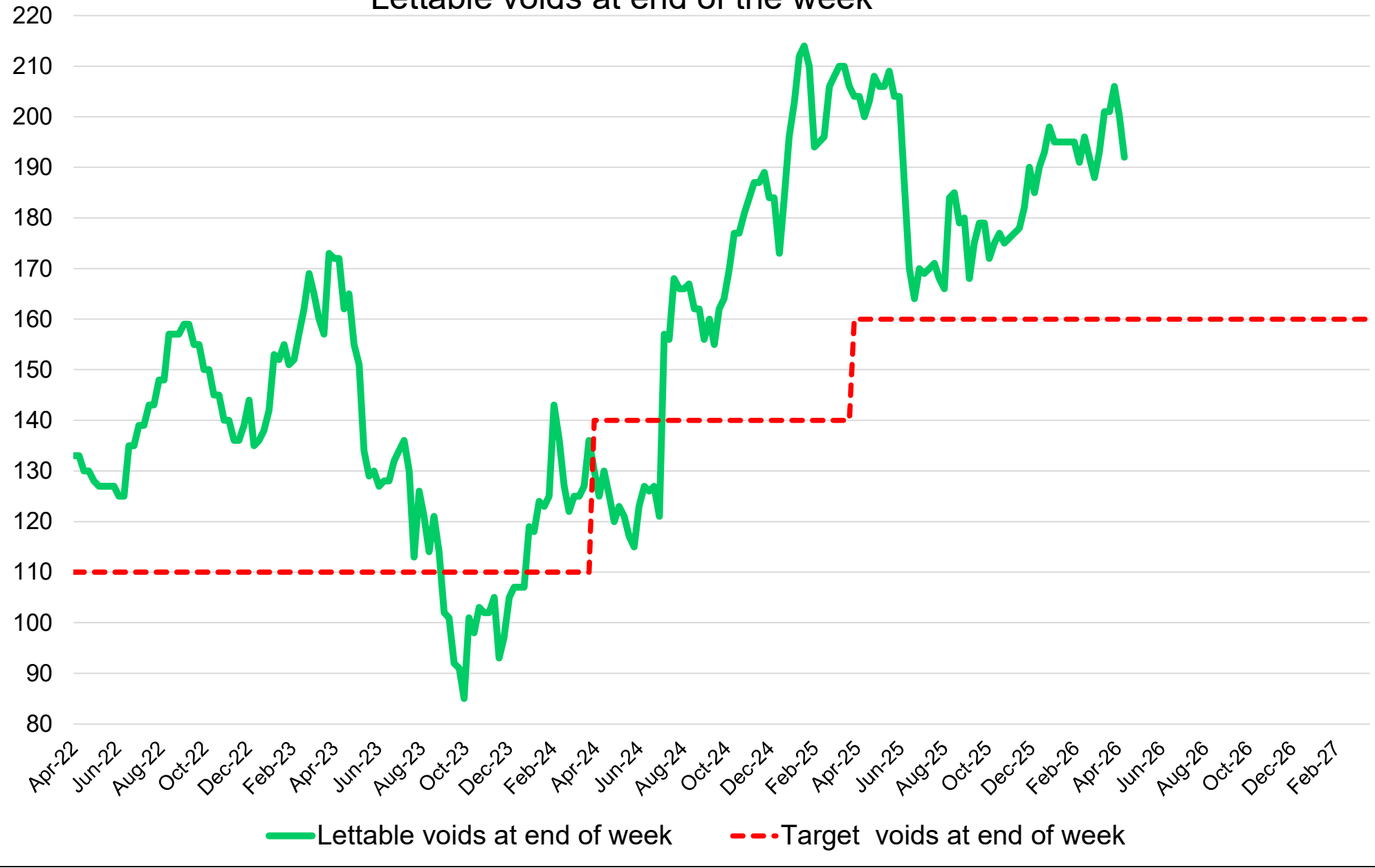
Close to / within tolerances of target

Not meeting / worse than target

Current tenant rent arrears %



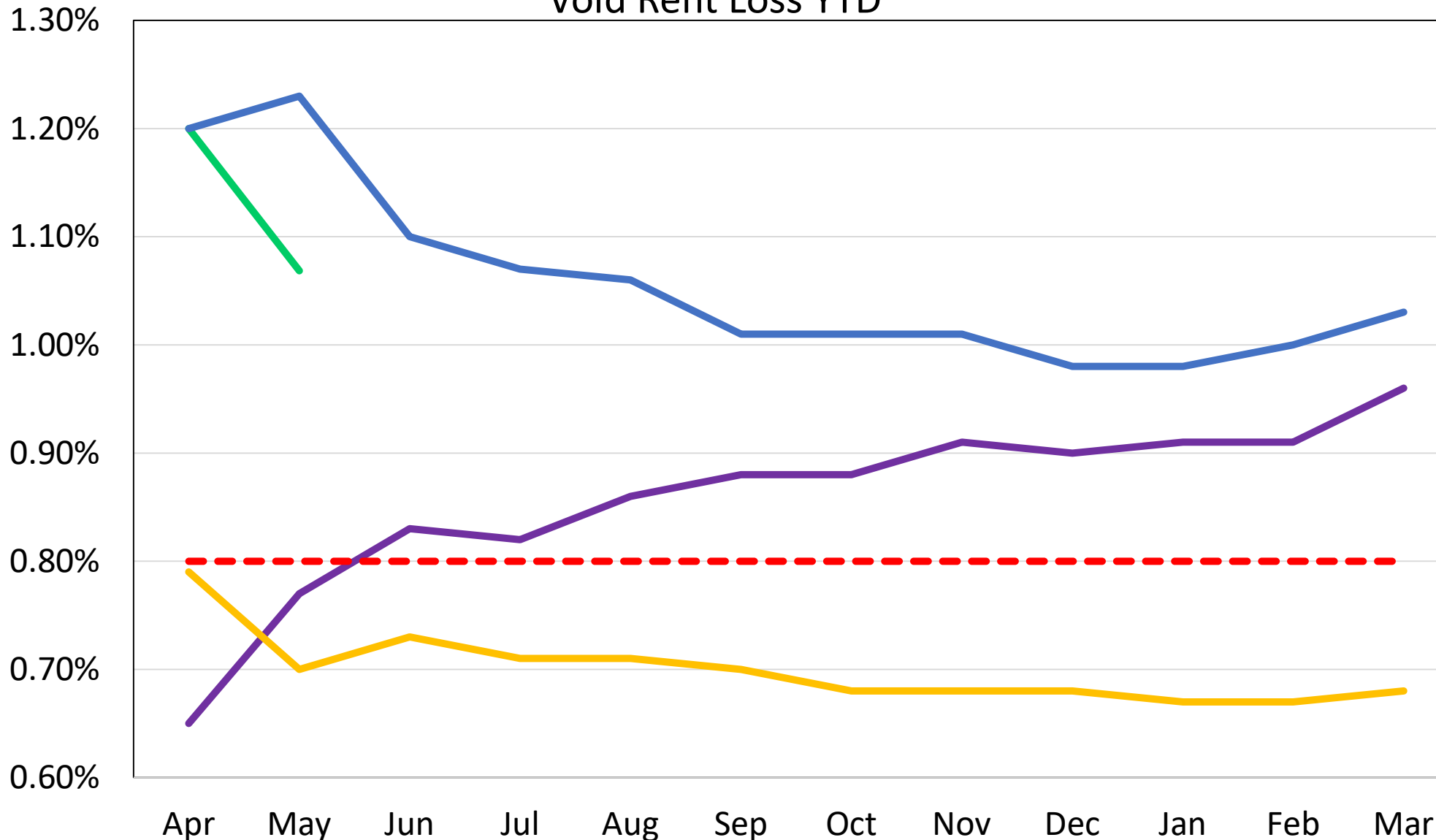
Lettable voids at end of the week



Number of households in hotels at end of week



Void Rent Loss YTD



26/27 void rent loss % YTD

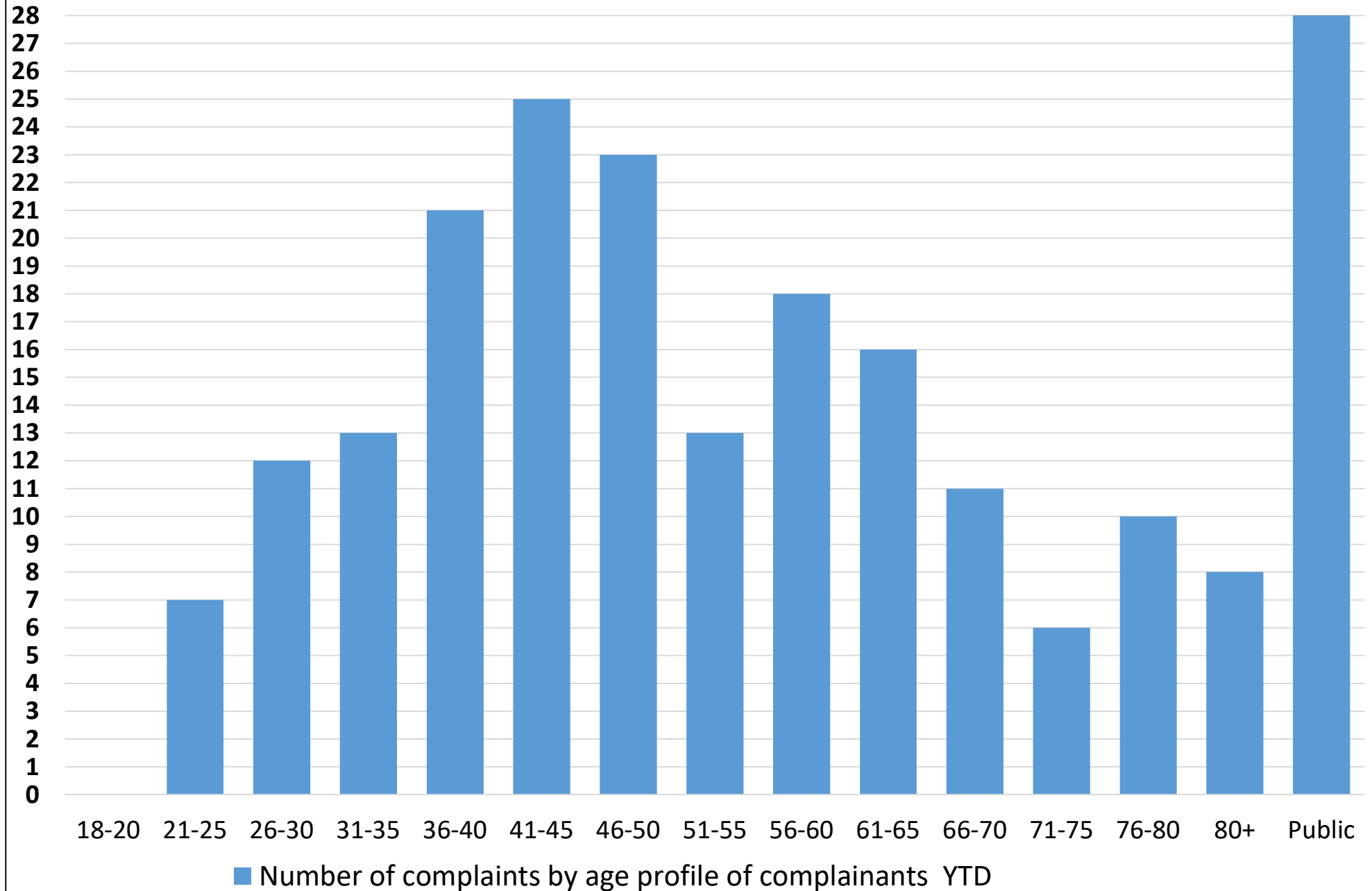
24/25 void rent loss % YTD

23/24 void rent loss % YTD

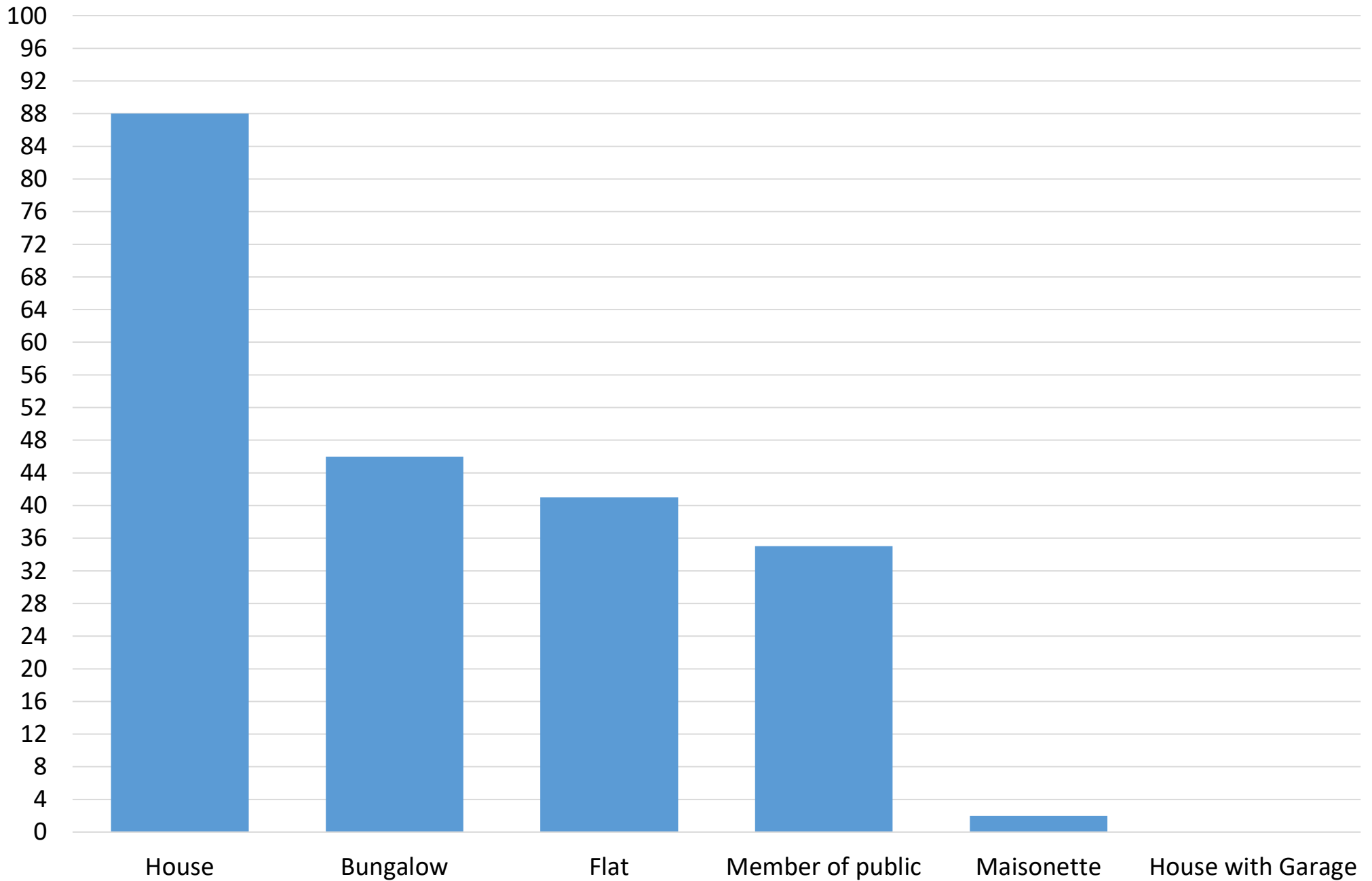
25/26 void rent loss % YTD

26/27 void rent loss target %

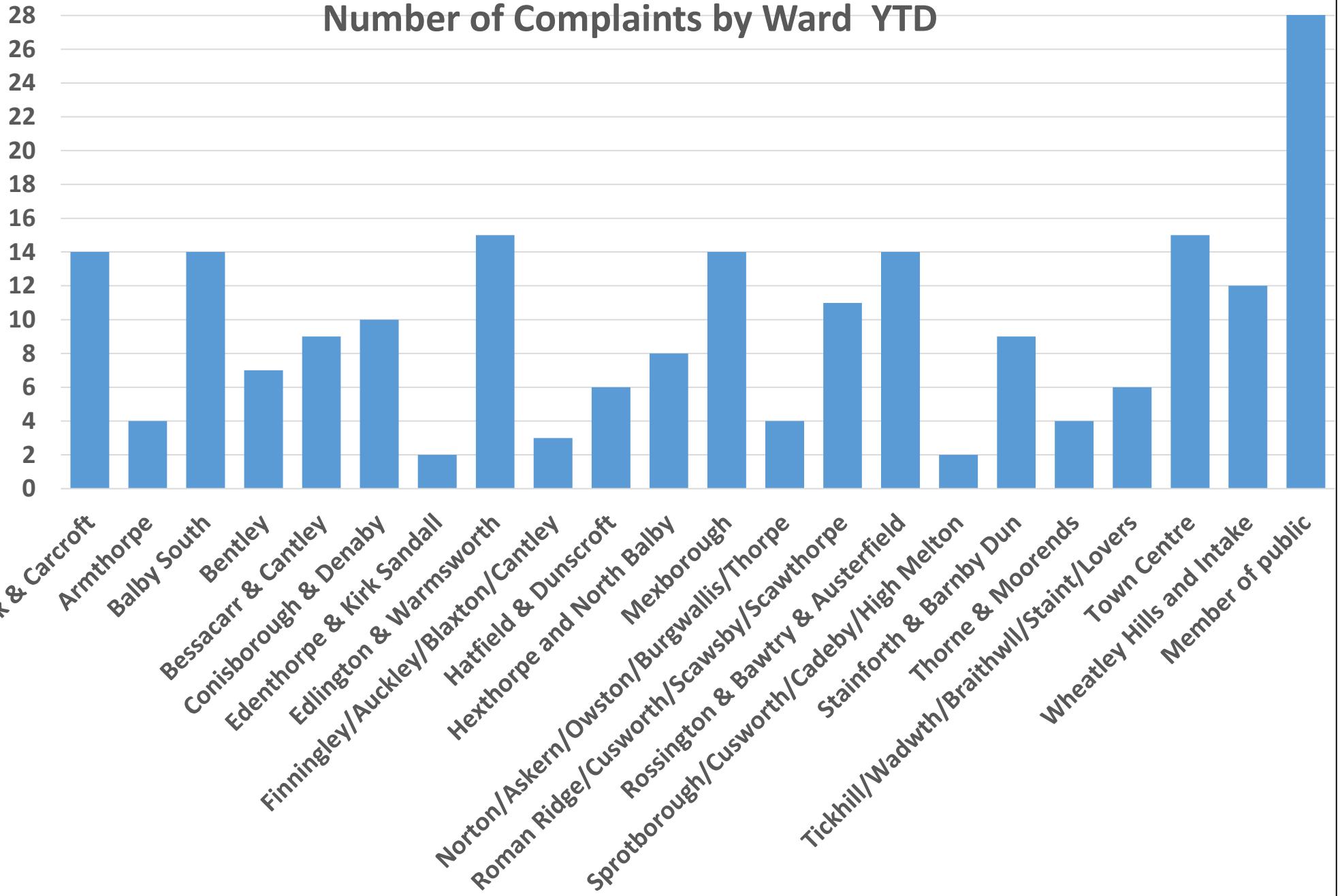
Number of complaints by age profile YTD



Number of complaints by property type YTD



Number of Complaints by Ward YTD



Complaint numbers by type YTD 2026/27

