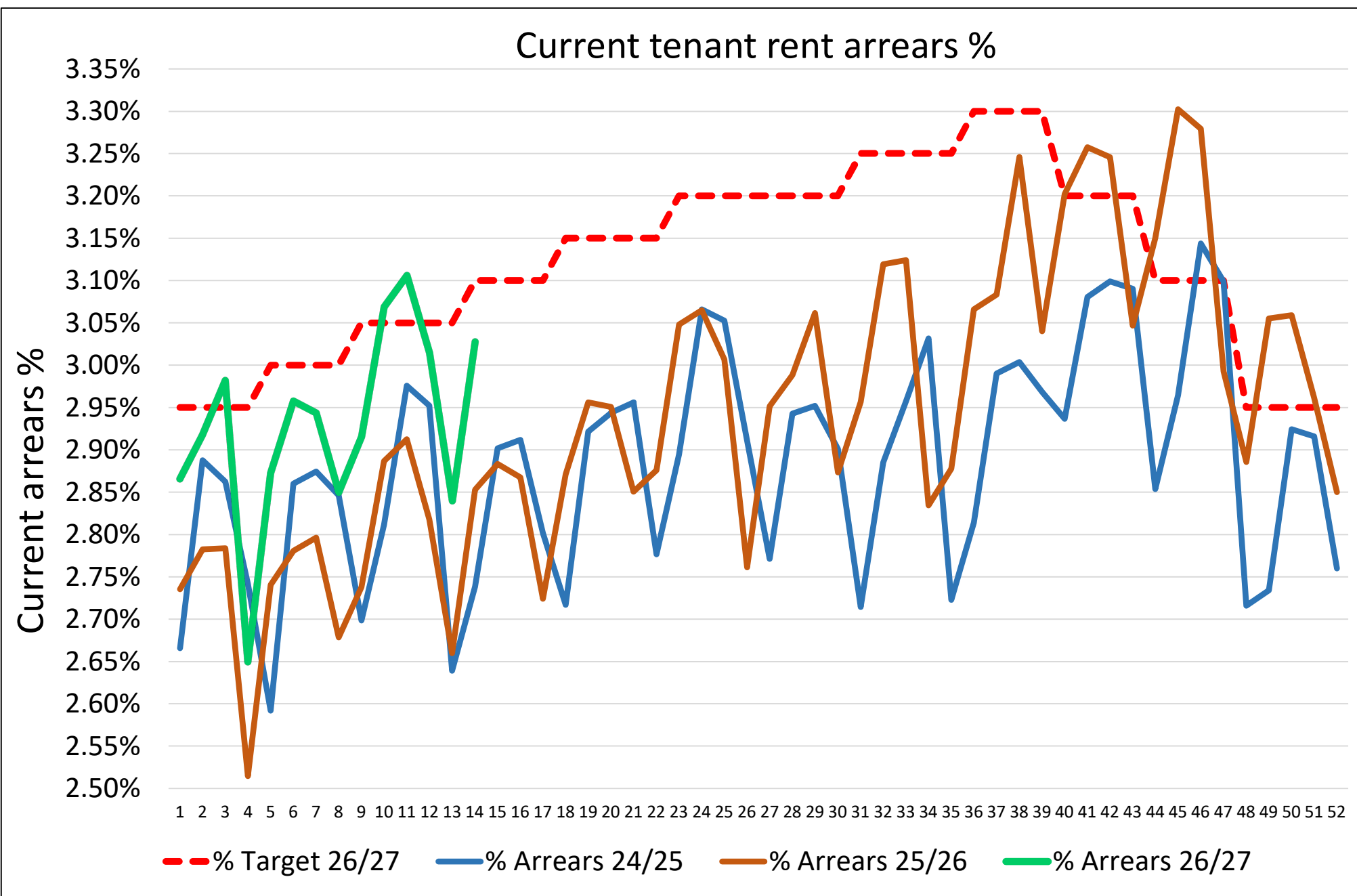
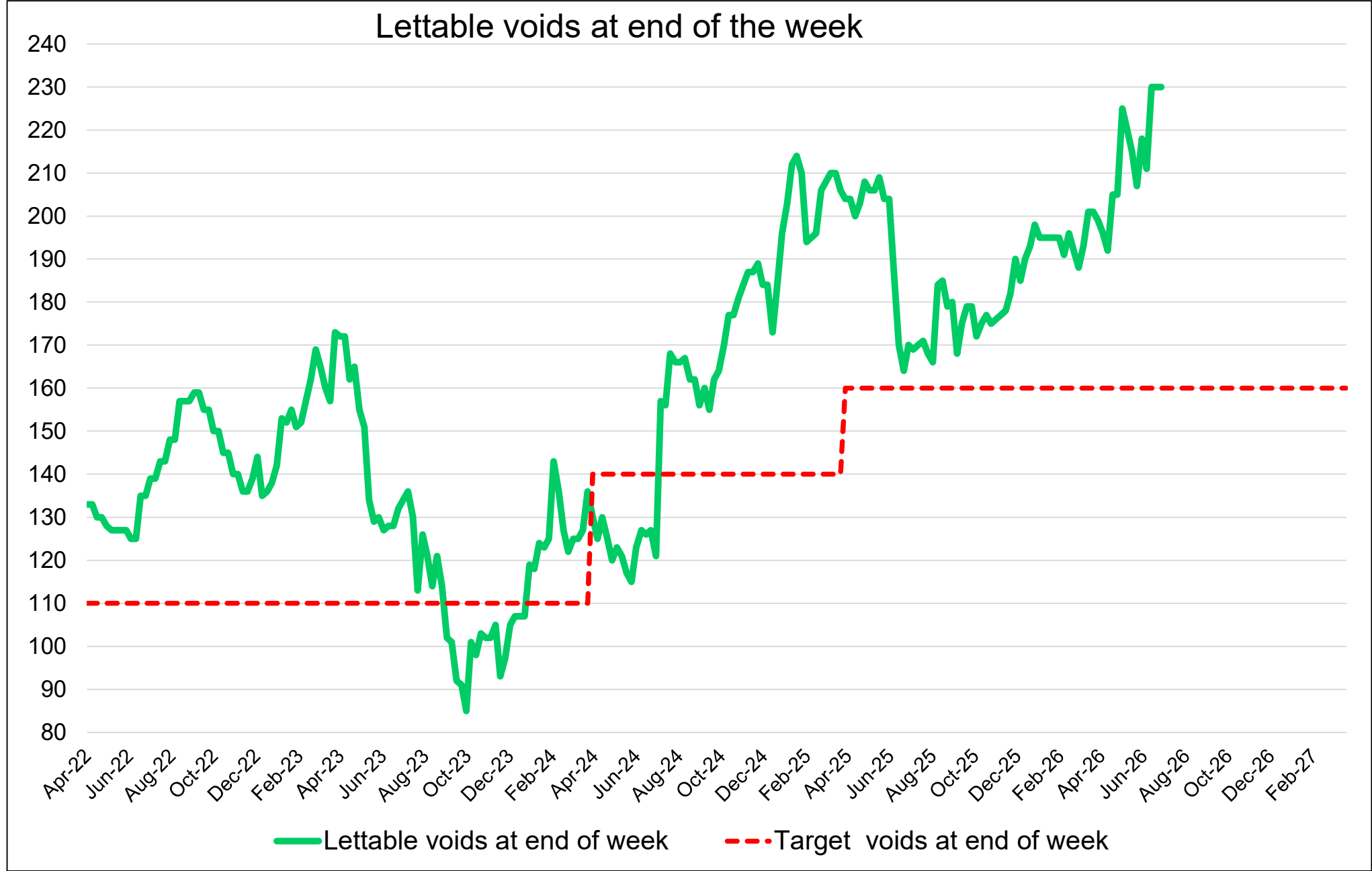


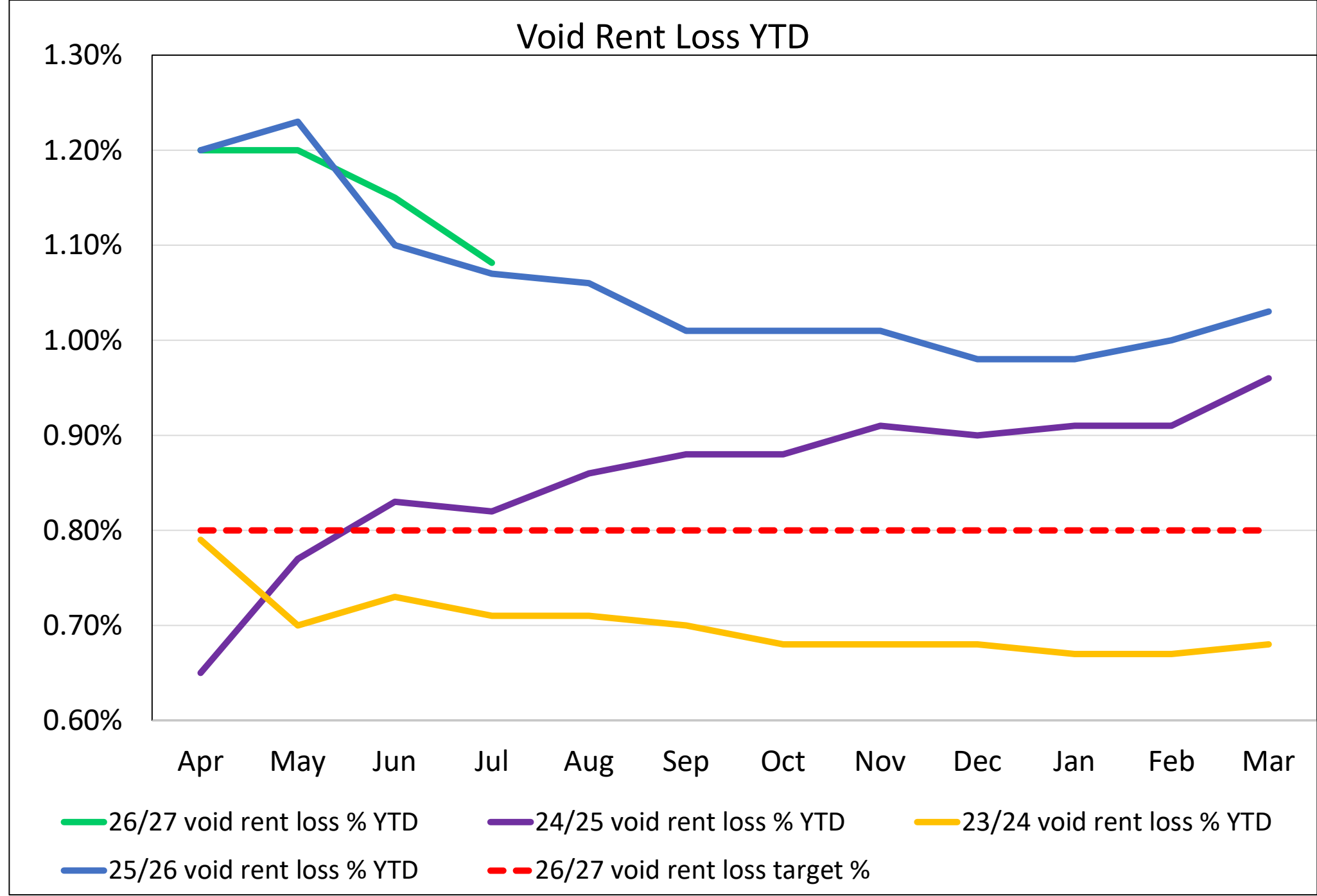
Performance Information : Week 14 2026/27 ending						12-Jul-26			
	Current Tenant Arrears %	Void rent loss % Year to date	Average Relet Time (calendar days) Year to date	Number of Households in hotels at period end (no target)	Total no. of complaints per 1,000 properties after 14 weeks	Tenancy Turnover % (new 25/26)	Tenancies sustained post support %	% Repairs - First Visit Complete	% Properties with a valid has certificate
2026/27 Performance as at Week 14	3.03%	1.08%	24.1	53	24.8	1.68%	98.70%	97.68%	99.35%
2026/26 profiled Target as at Week 14	3.10%	0.80%	25.0	no target 26/27	13.5	1.48%	97.25%	94.00%	100.00%
Tolerance	3.41%	0.88%	27.5	n/a	14.8	1.63%	87.53%	84.60%	99.68%
Indicator value in 2026/27 at week 14	£2,975,702	£316,507	297 lettings 335 terminations		494 actual complaints 268 target complaints	335 actual terminations creating a void 295 target terminations	4 out of 307	8584 out of 8788 repairs	122 properties
Indicator compared to previous week	Worse than last week	Worse than last week	Worse than last week	Same as last week	Worse than last week	Better than last week	Better than last week	Better than last week	Better than last week
Change in week	0.19%	0.01%	+0	+0	+1.4	-0.05%	0.13%	0.02%	0.04%
2025/26 Performance as at Week 14	2.85%	1.17%	26.6	56	22.4	n/a	99.56%	96.70%	99.76%
2025/26 profiled Target as at Week 14	3.10%	0.80%	25.0	no target 25/26	13.5	n/a	97.25%	94.00%	100.00%
Indicator value in 2025/26 at week 14	£2,661,424	£297,987	328 lettings 295 terminations		445 complaints	n/a	2 out of 452	8035 out of 8454 repairs	45 properties
Key : Meeting / better than target Close to / within tolerances of target Not meeting / worse than target									



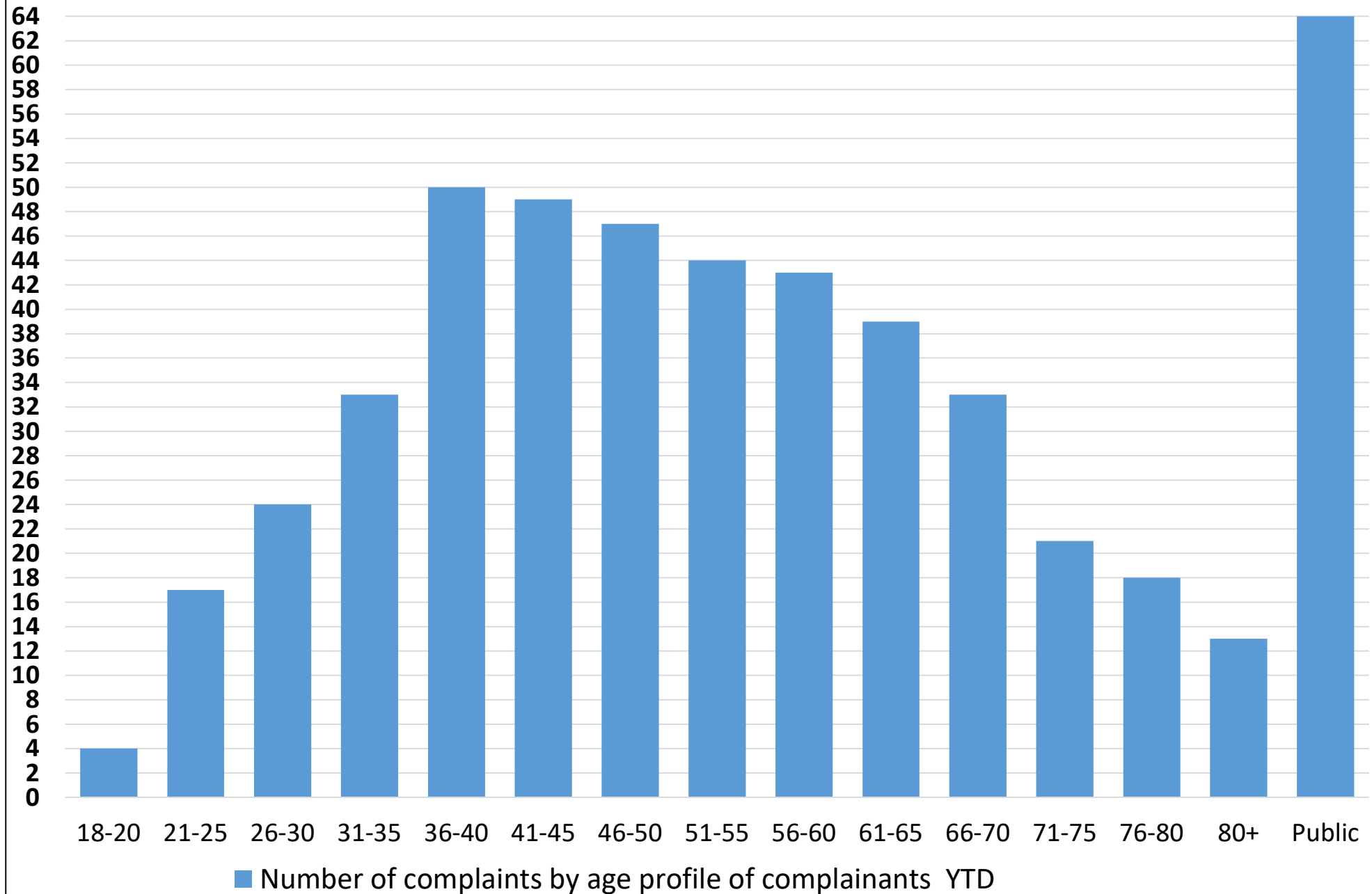


Number of households in hotels at end of week

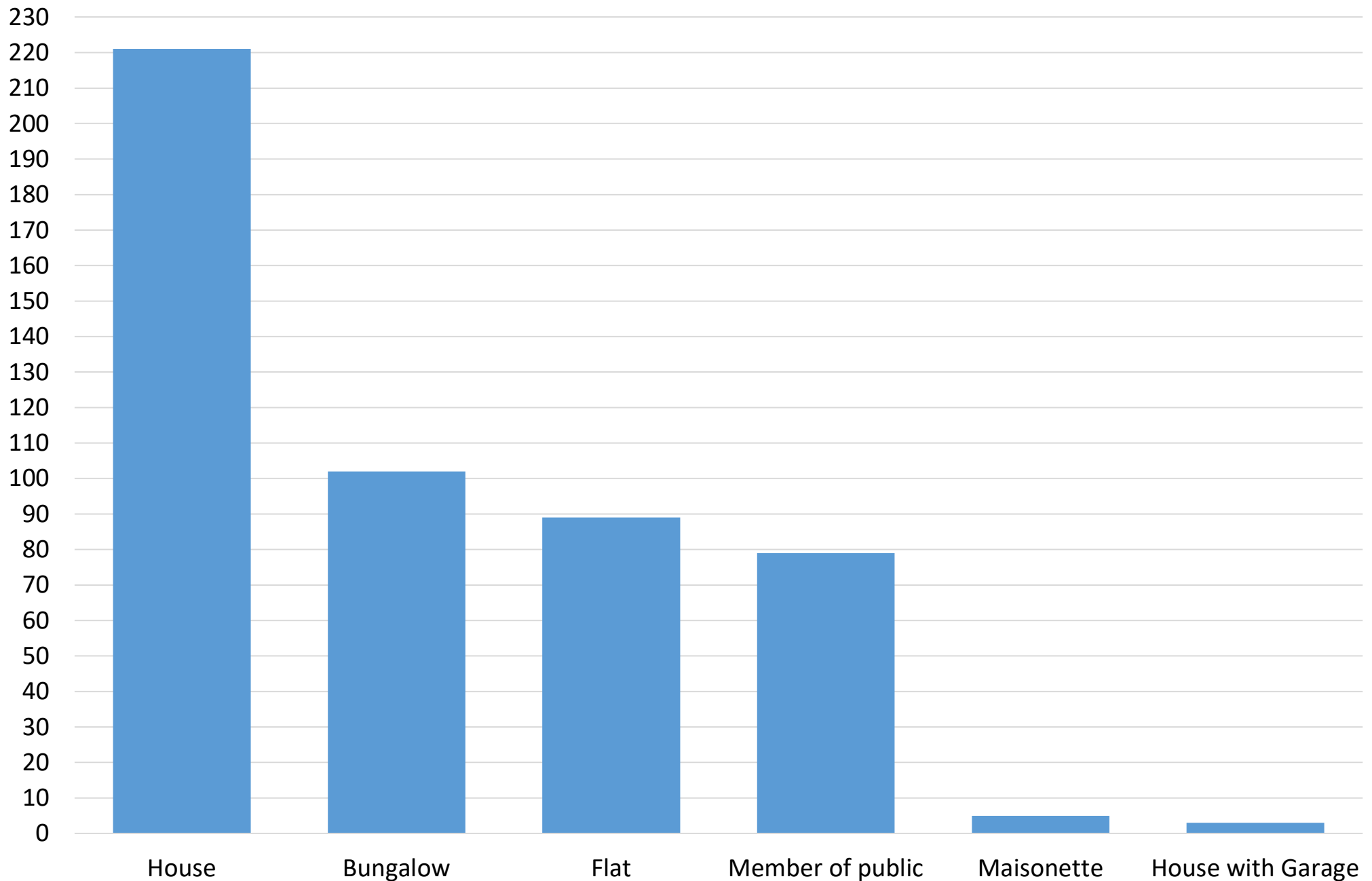


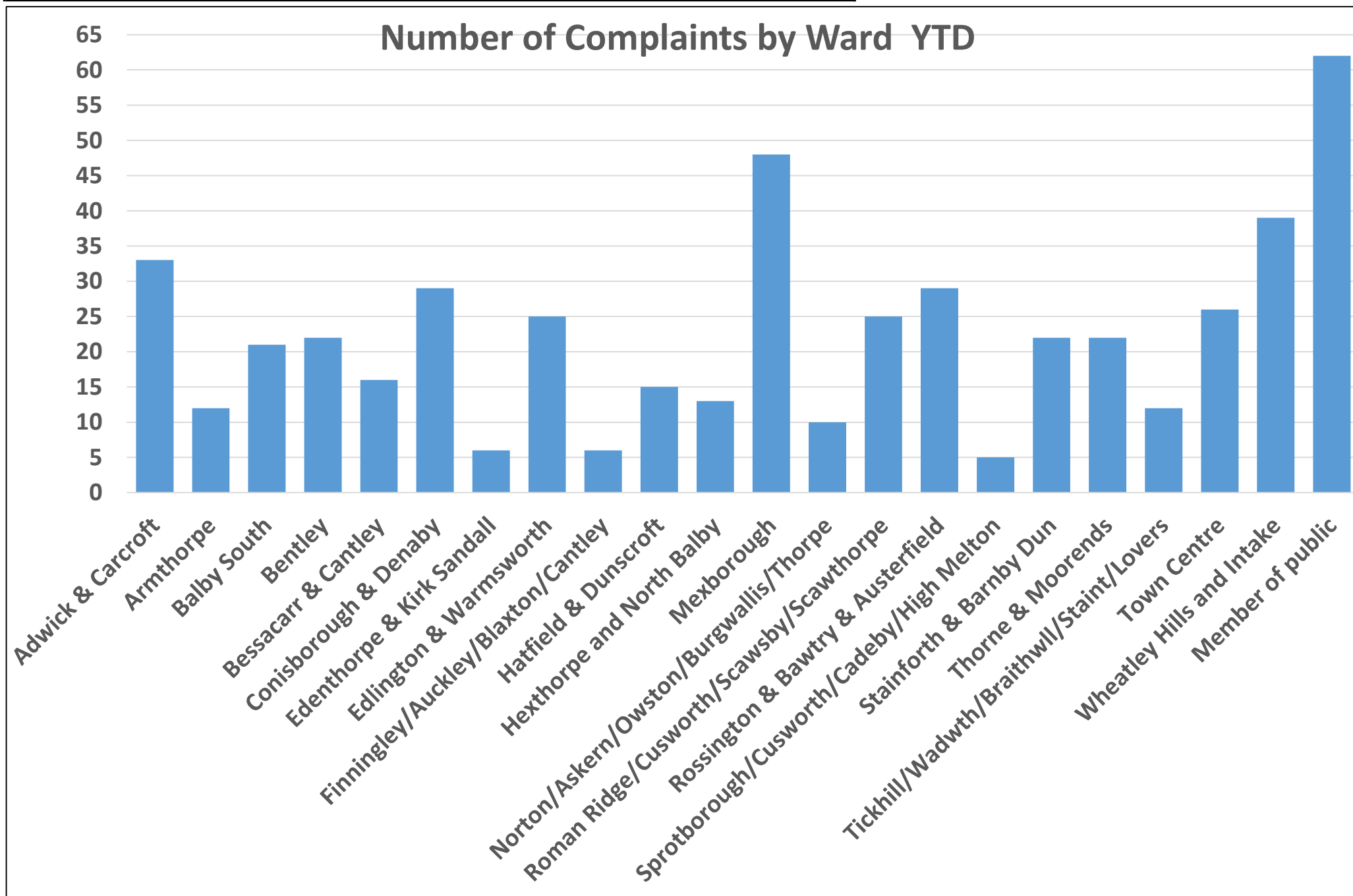


Number of complaints by age profile YTD



Number of complaints by property type YTD





Complaint numbers by type YTD 2026/27