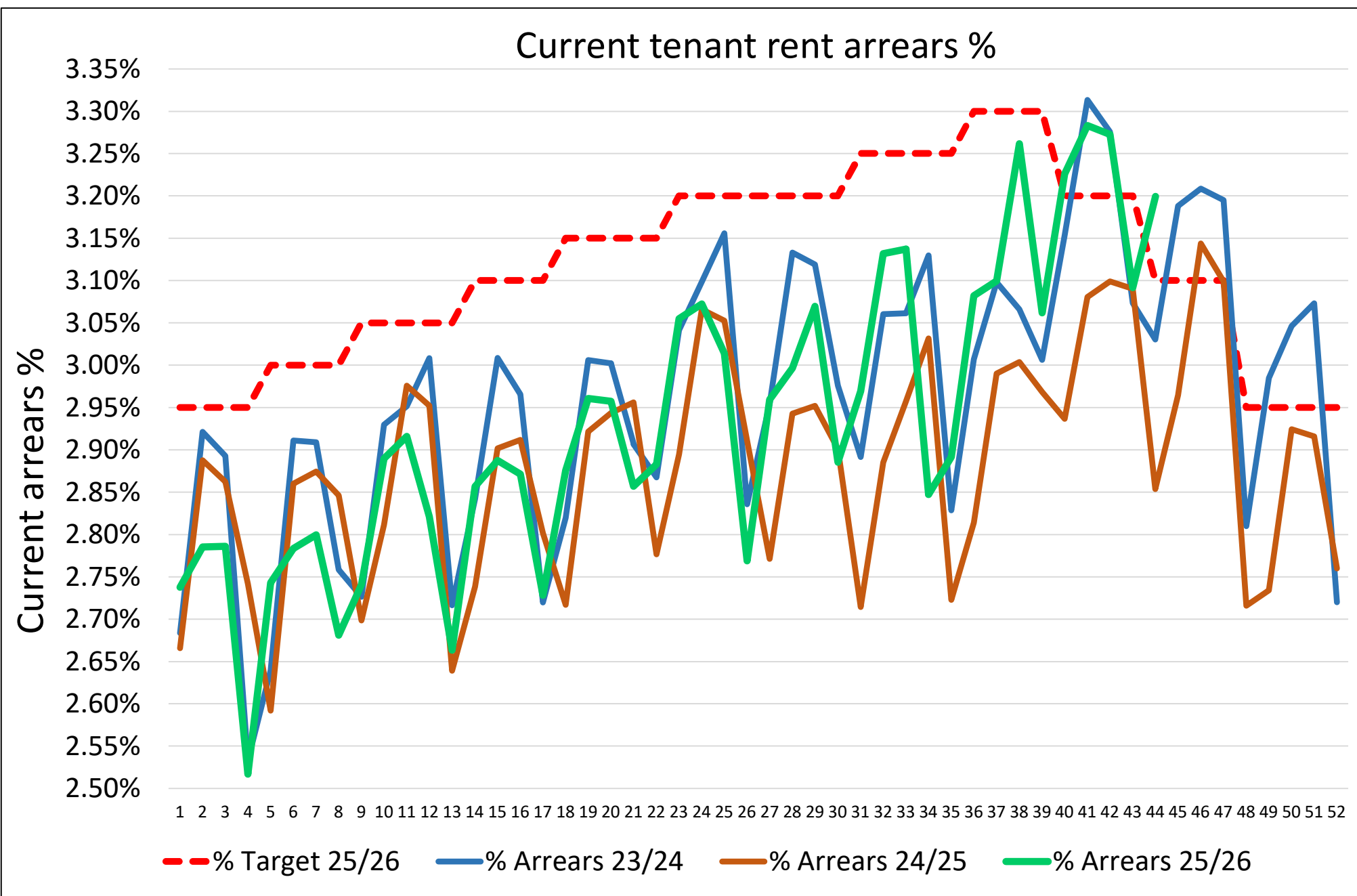
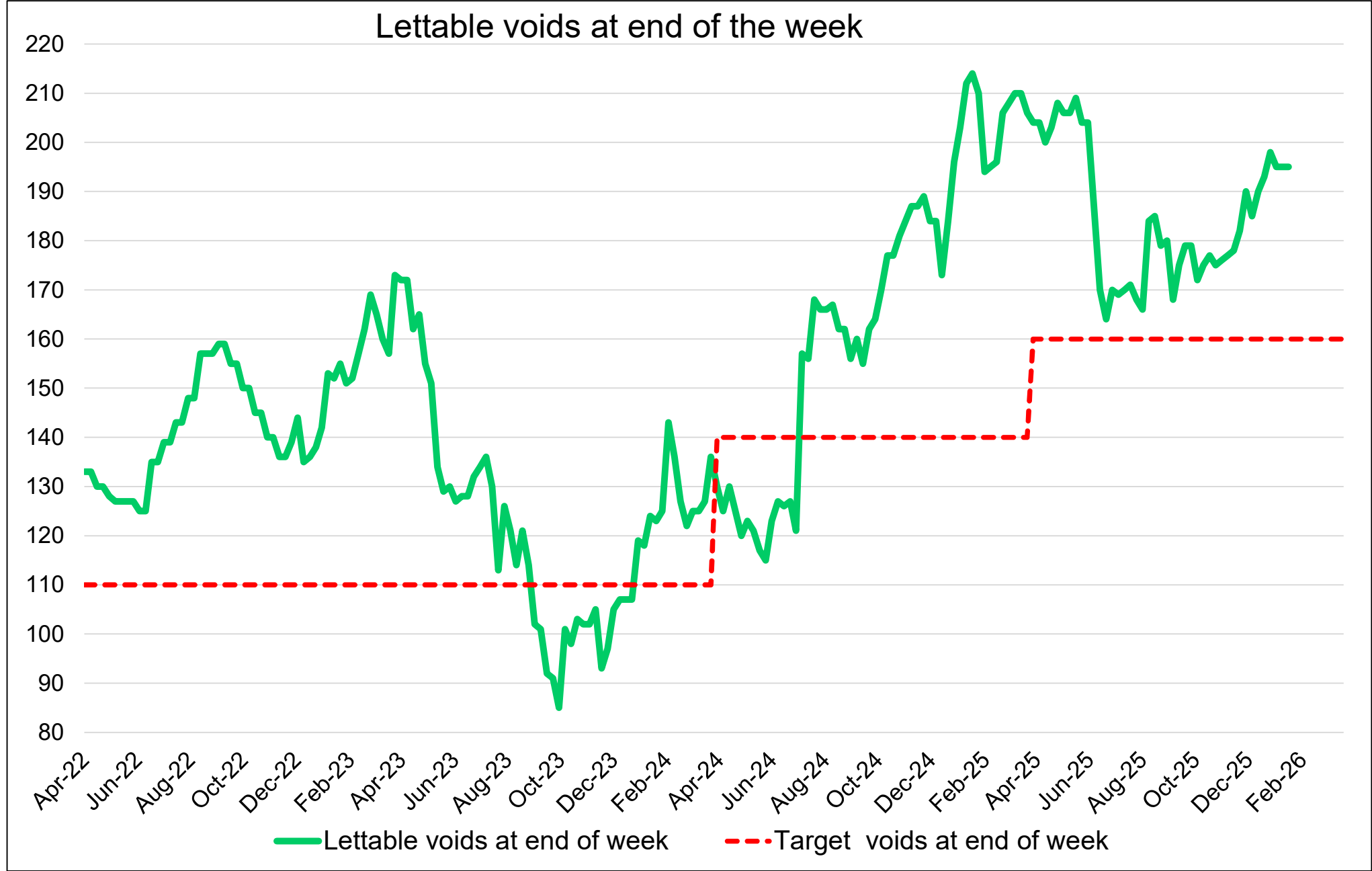


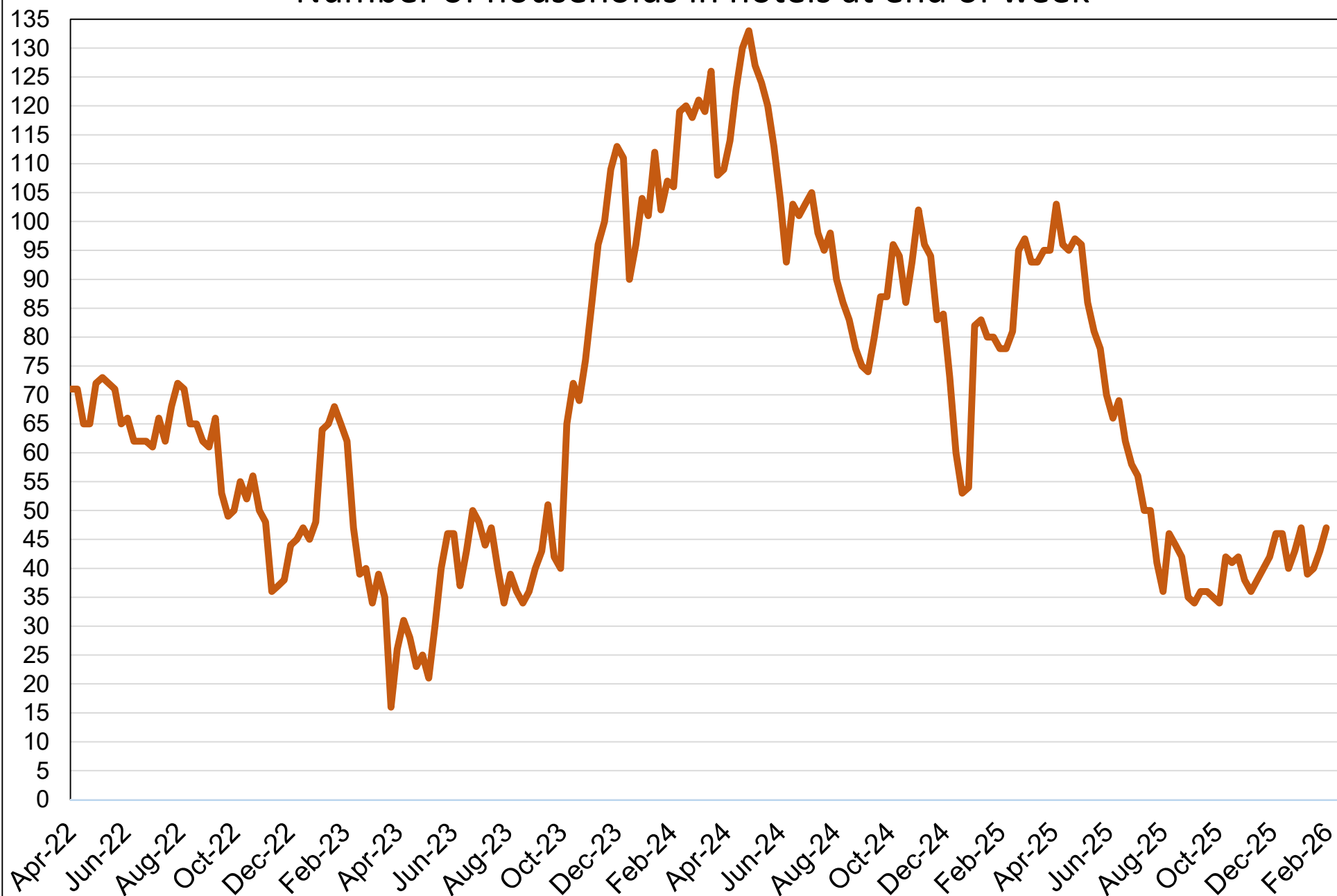
Performance Information : Week 44 2025/26 ending					08-Feb-26				
	Current Tenant Arrears %	Void rent loss % Year to date	Average Relet Time (calendar days) Year to date	Number of Households in hotels at period end (no target)	Total no. of complaints per 1,000 properties after 44 weeks	Tenancy Turnover % (new 25/26)	Tenancies sustained post support %	% Repairs - First Visit Complete	% Properties with a valid has certificate
2025/26 Performance as at Week 44	3.20%	1.10%	25.5	47	69.0	4.68%	99.23%	96.83%	99.87%
2025/26 profiled Target as at Week 44	3.10%	0.80%	25.0	no target 25/26	42.3	4.65%	97.25%	94.00%	100.00%
Tolerance	3.41%	0.88%	27.5	n/a	46.6	5.12%	87.53%	84.60%	99.84%
Indicator value in 2025/26 at week 44	£2,991,848	£880,580	907 lettings  932 terminations		1372 actual complaints  842 target complaints	932 actual terminations creatinh a void  926 target terminations	11 out of 1436	26678 out of 27550 repairs	24 properties
Indicator compared to previous week	Worse than last week	Same as last week	Same as last week	Worse 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	0.11%	0.00%	+0.0	+4	+1.1	-0.01%	0.01%	0.02%	-0.01%
2024/25 Performance as at Week 44	2.85%	0.92%	27.0	80	57.5	n/a	98.65%	95.10%	99.90%
2024/25 profiled Target as at Week 44	2.90%	0.70%	24.0	no target 24/25	42.3	n/a	97.25%	94.00%	100.00%
Indicator value in 2024/25 at week 44	£2,638,407	£443,364	825 lettings 966 terminations		1143 complaints	n/a	13 out of 966	27227 out of 28590 repairs	18 properties
Key : Meeting / better than target Close to / within tolerances of target Not meeting / worse than target									



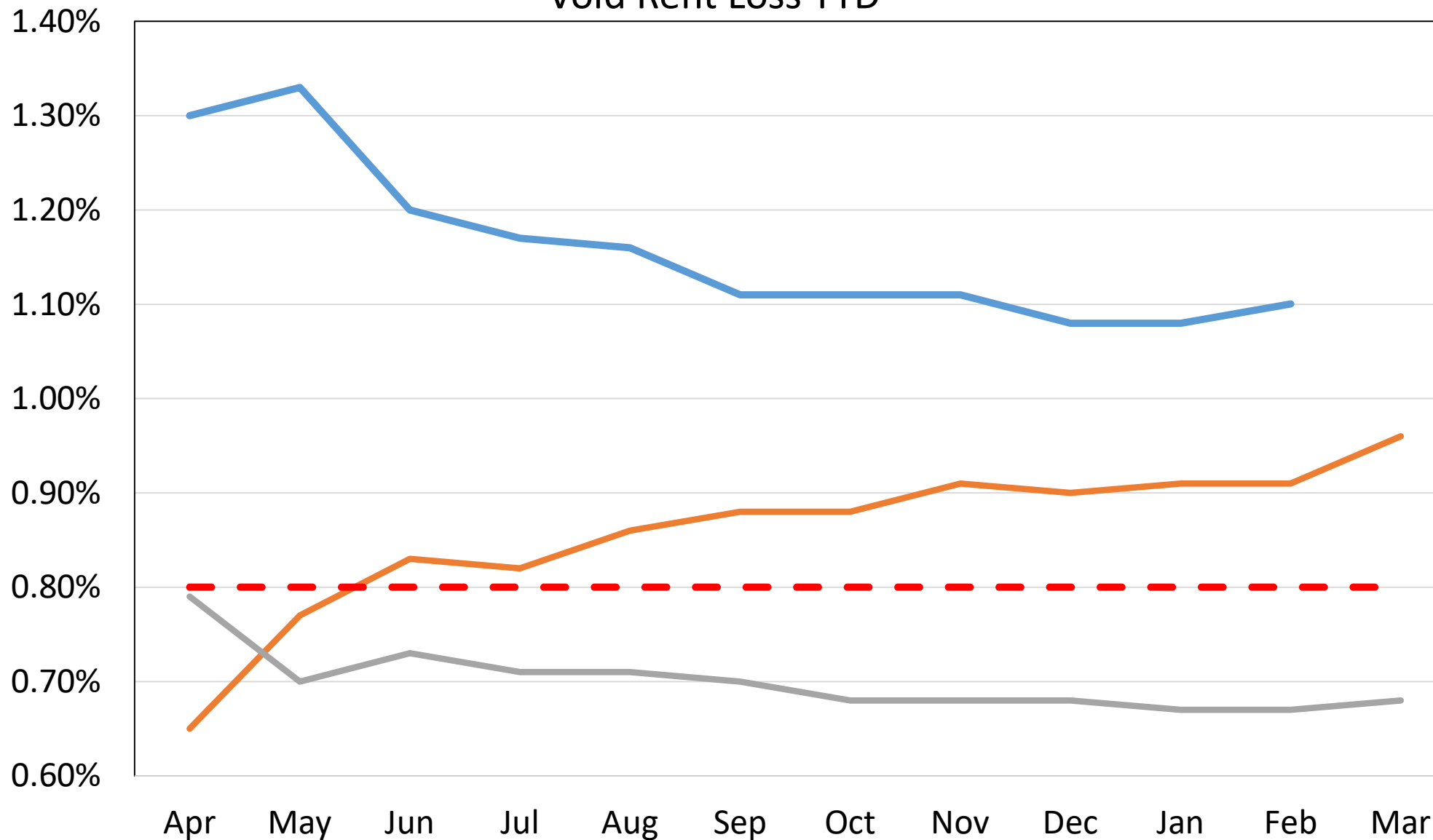
Lettable voids at end of the week



## Number of households in hotels at end of week



## Void Rent Loss YTD



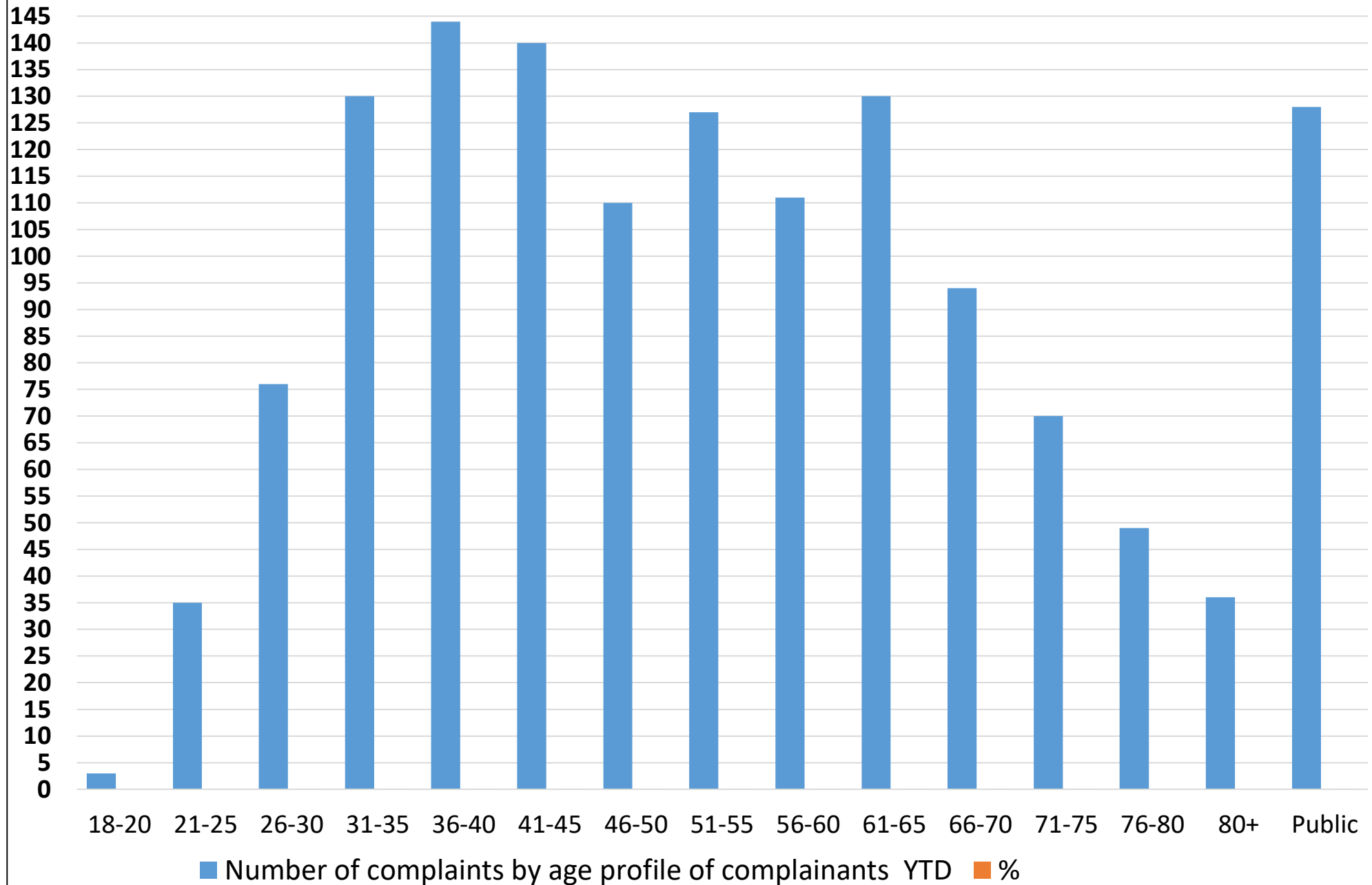
— 25/26 void rent loss % YTD

— 24/25 void rent loss % YTD

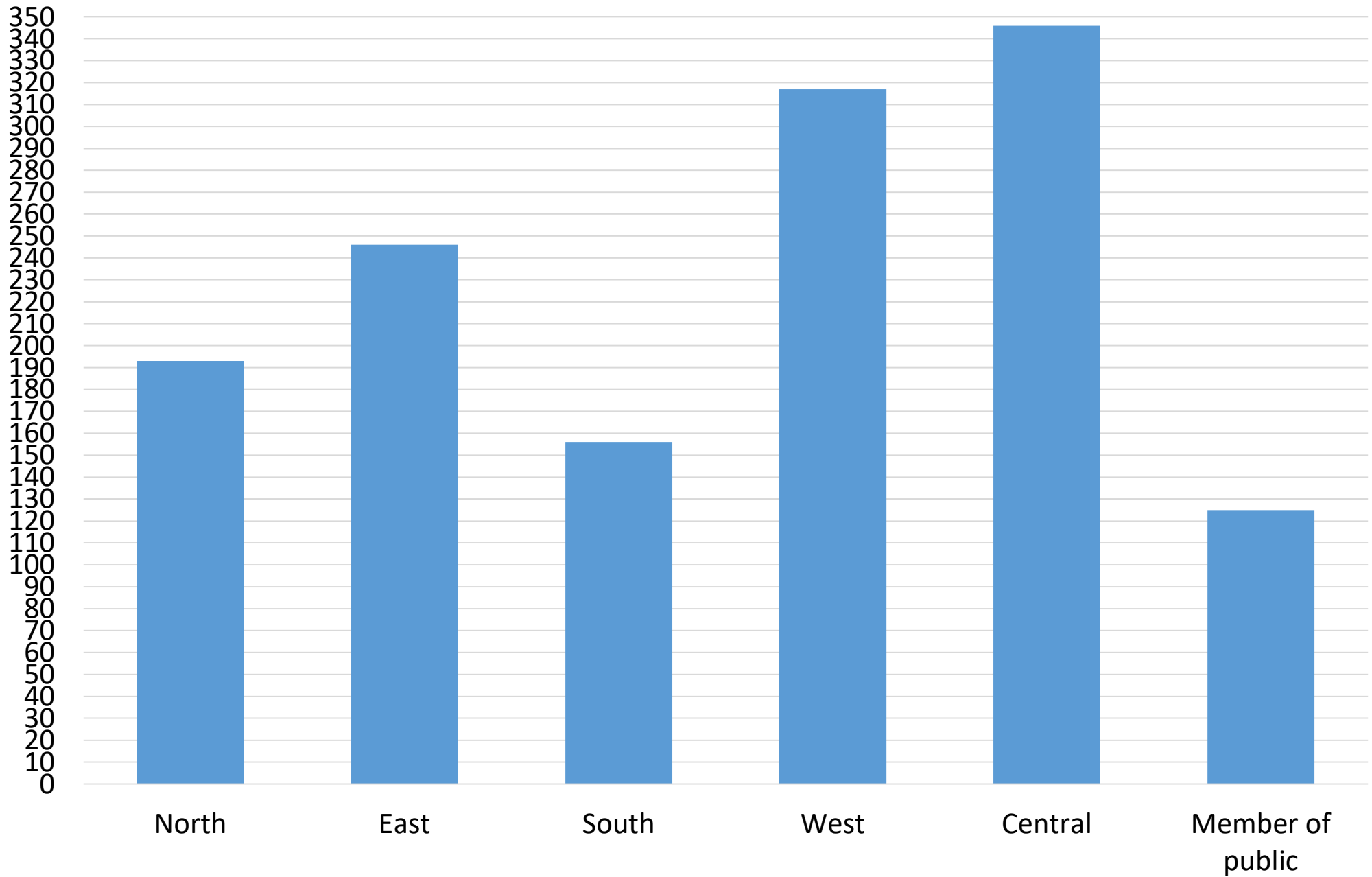
— 23/24 void rent loss % YTD

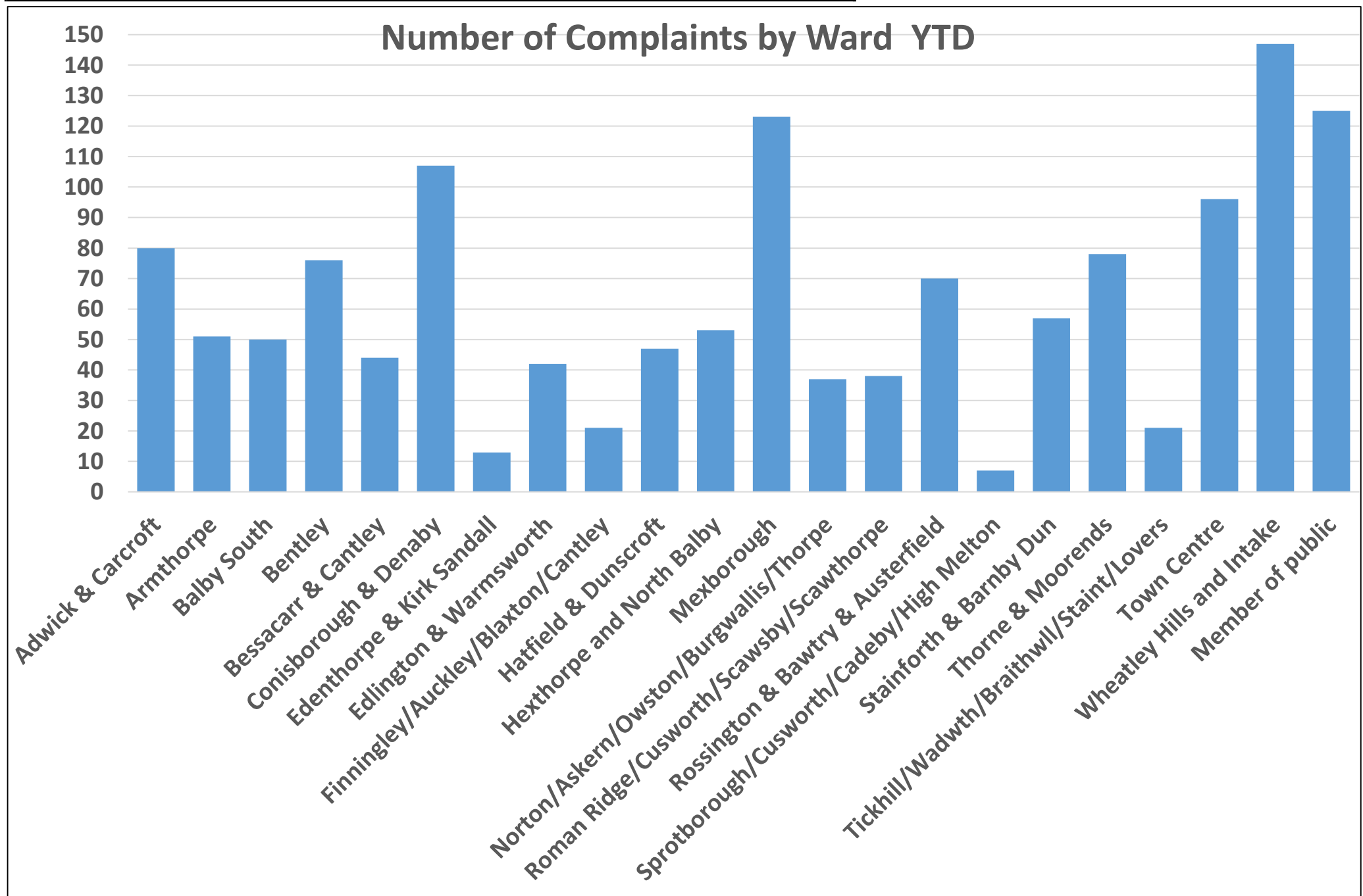
- - 25/26 void rent loss target %

## Number of complaints by age profile YTD



## Number of Complaints by Area YTD







## Complaint numbers by type YTD 2025/26

