

	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 47 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 47	3.04%	1.10%	25.5	49	72.8	4.96%	99.27%	96.82%	99.87%
2025/26 profiled Target as at Week 47	3.10%	0.80%	25.0	no target 25/26	45.2	4.97%	97.25%	94.00%	100.00%
Tolerance	3.41%	0.88%	27.5	n/a	49.7	5.47%	87.53%	84.60%	99.84%
Indicator value in 2025/26 at week 47	£2,841,787	£938,988	971 lettings 987 terminations		1449 actual complaints 899 target complaints	987 actual terminations creating a void 989 target terminations	11 out of 1513	28619 out of 29560 repairs	25 properties
Indicator compared to previous week	Better than last week	Same as last week	Worse than last week	Worse than last week	Worse than last week	Worse than last week	Better than last week	Worse than last week	Worse than last week
Change in week	-0.28%	0.00%	+0	+9	+0.2	0.01%	0.01%	-0.01%	-0.01%
2024/25 Performance as at Week 47	3.10%	0.92%	27.3	81	61.3	n/a	98.62%	95.15%	99.90%
2024/25 profiled Target as at Week 47	2.90%	0.70%	24.0	no target 24/25	45.2	n/a	97.25%	94.00%	100.00%
Indicator value in 2024/25 at week 47	£2,865,398	£475,464	897 lettings 1032 terminations		1219 complaints	n/a	14 out of 1015	29391 out of 30881 repairs	19 properties

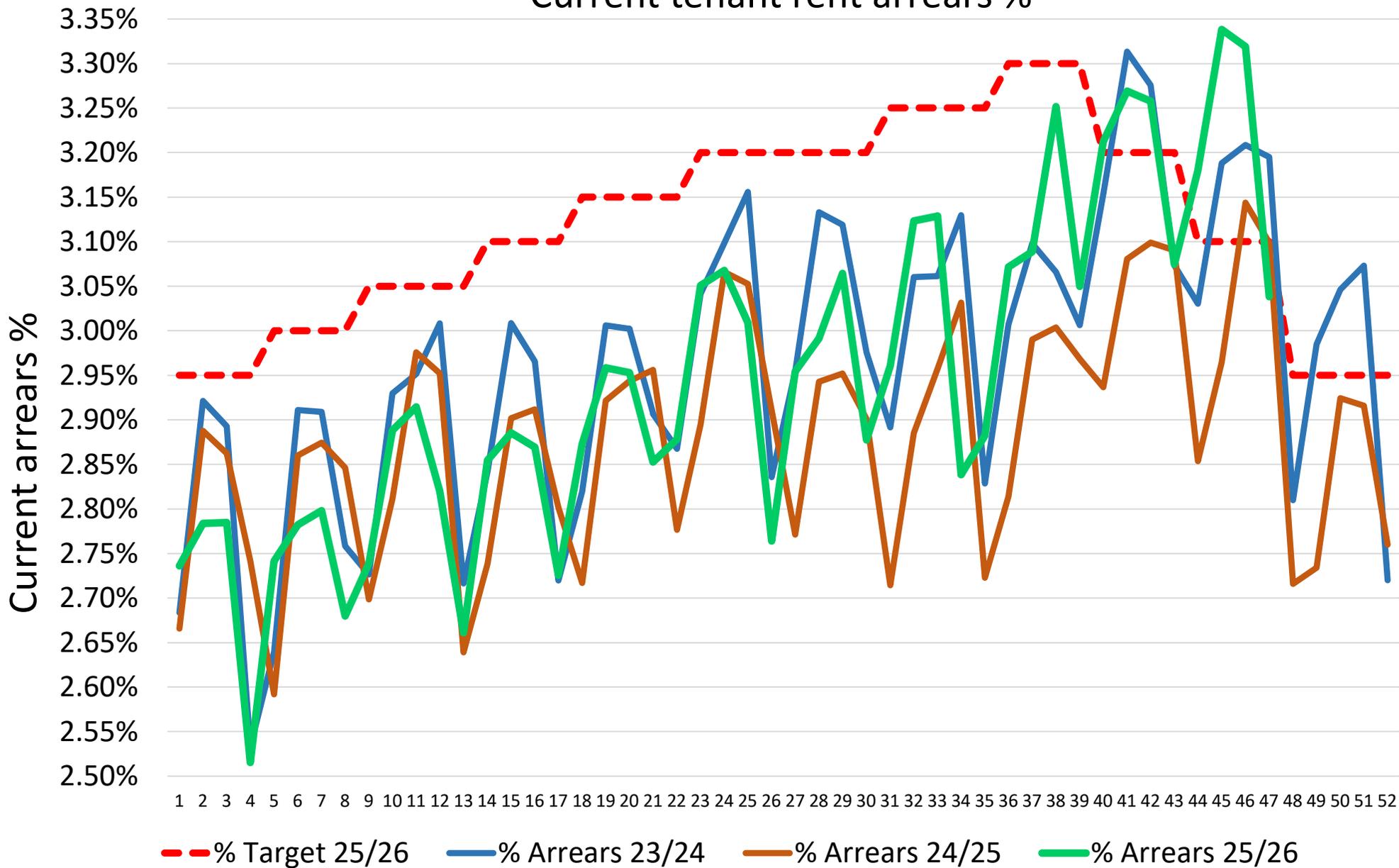
Key :

Meeting / better than target

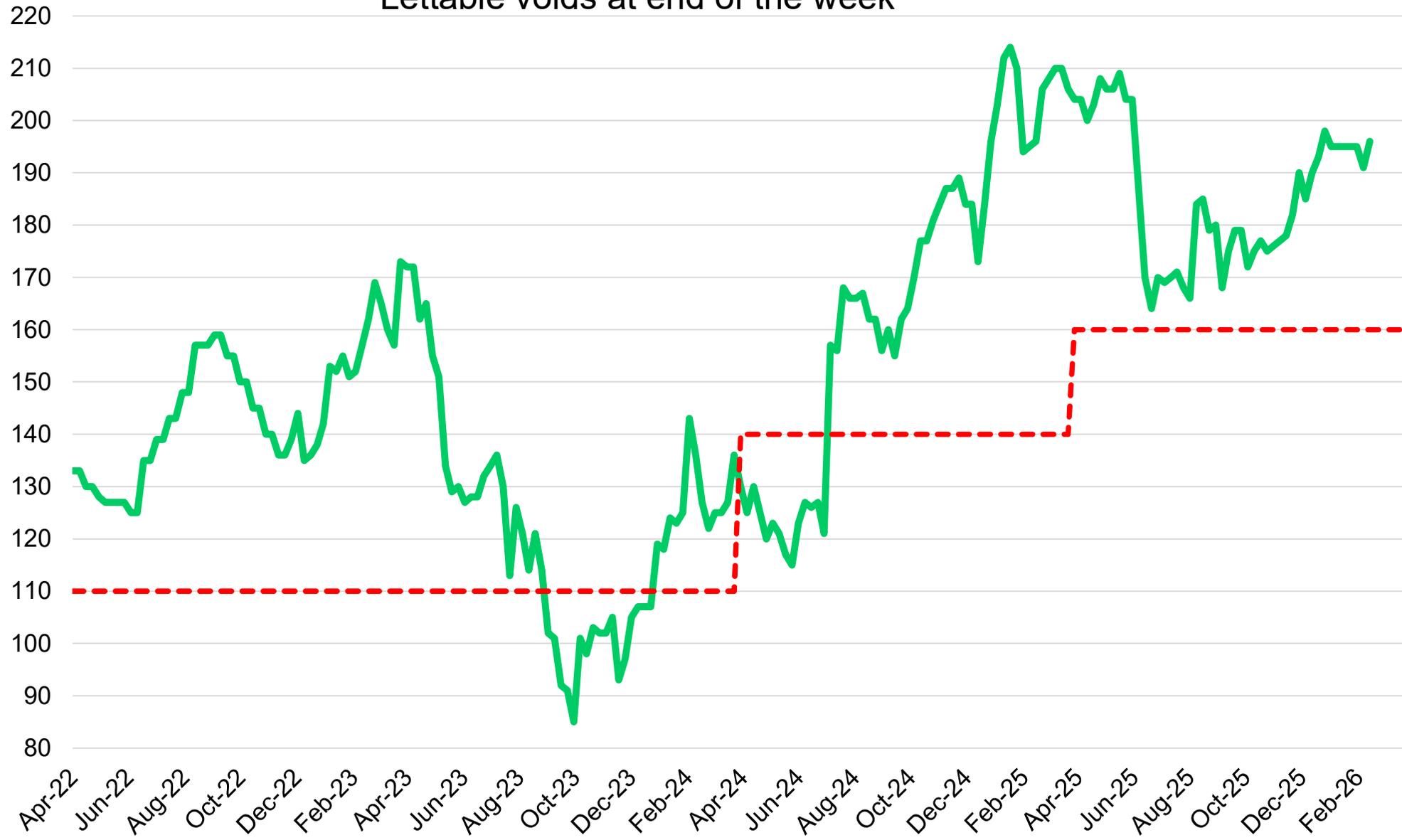
Close to / within tolerances of target

Not meeting / worse than target

Current tenant rent arrears %

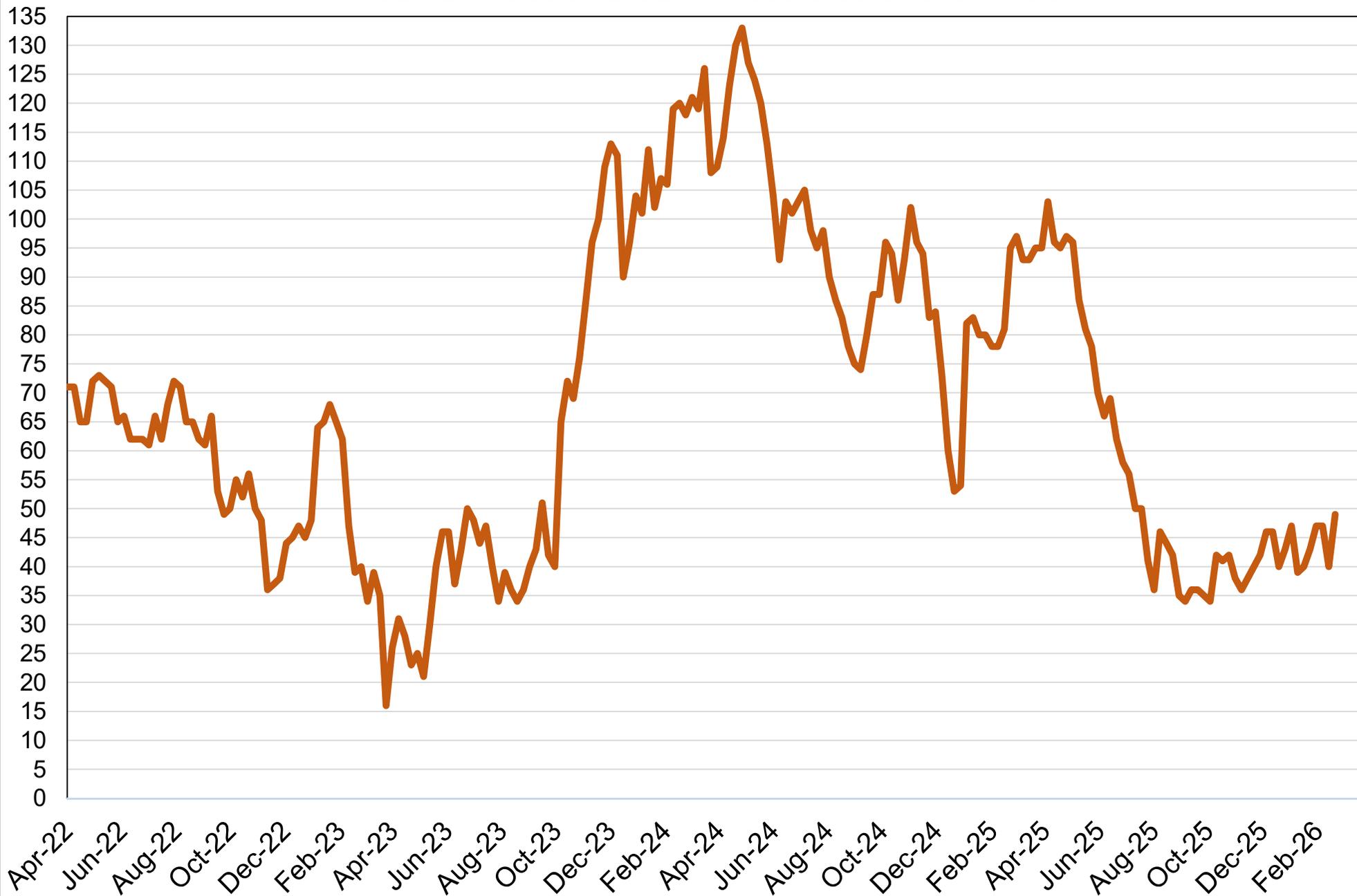


Lettable voids at end of the week

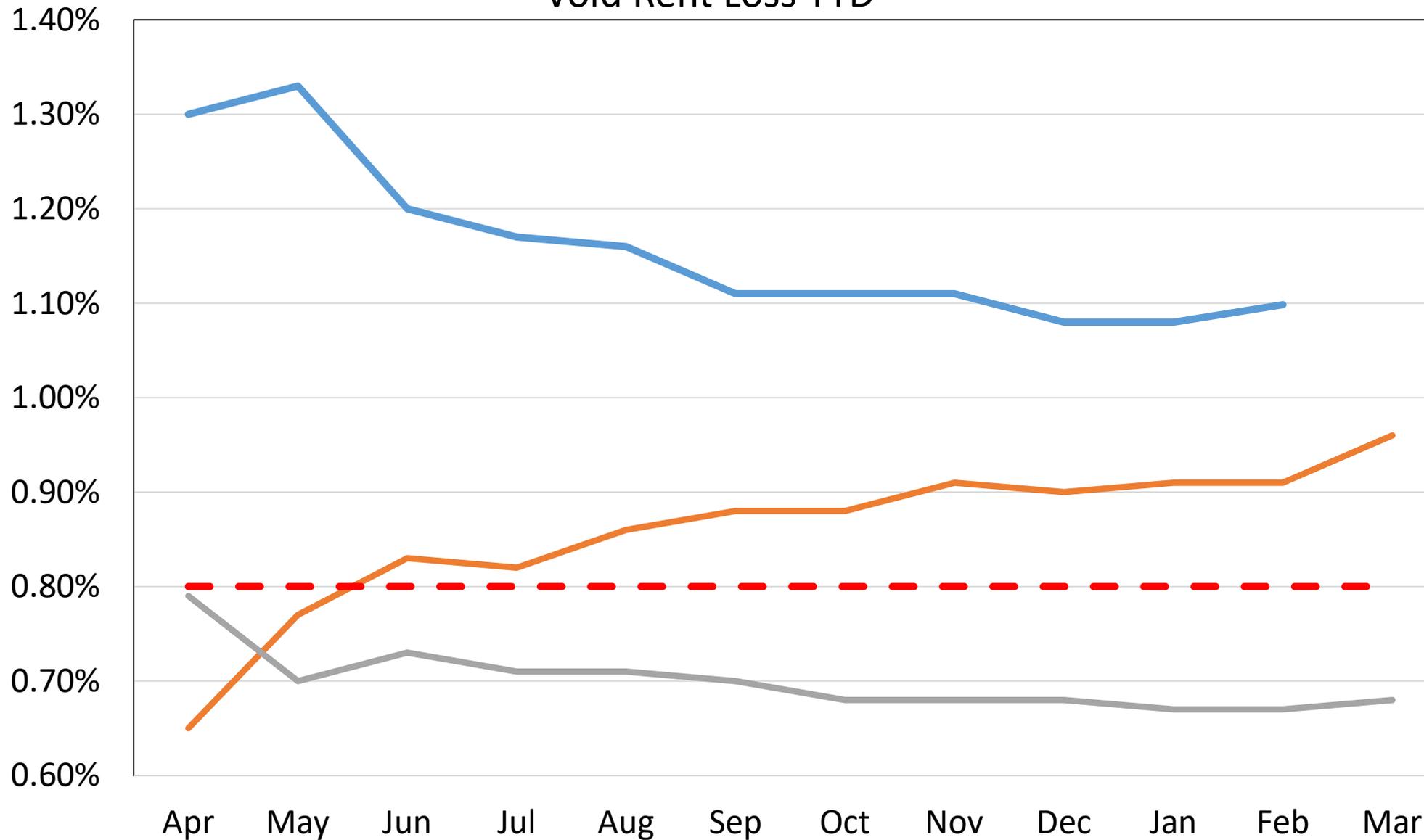


— Lettable voids at end of week - - - Target voids at end of week

Number of households in hotels at end of week



Void Rent Loss YTD



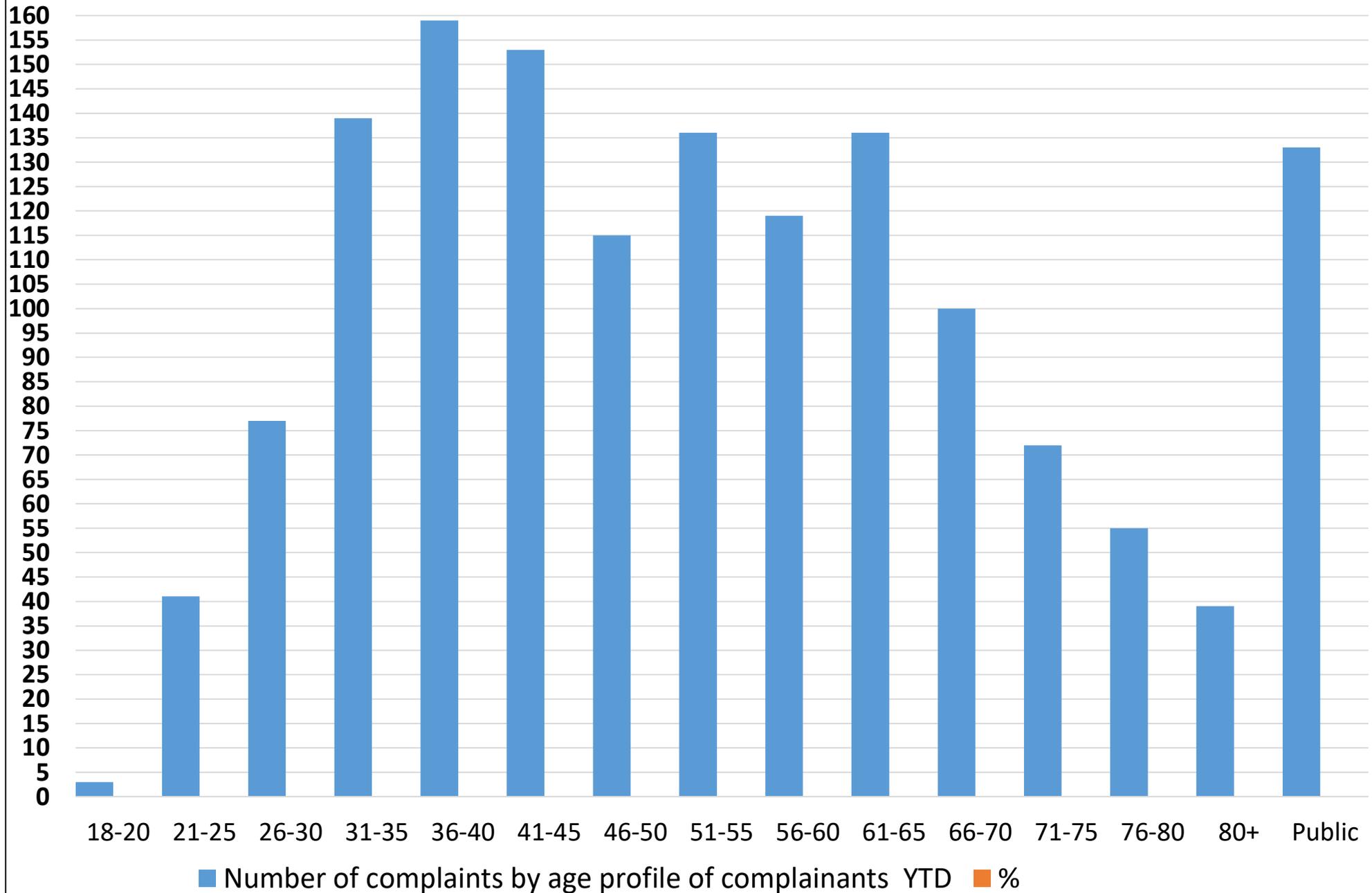
— 25/26 void rent loss % YTD

— 24/25 void rent loss % YTD

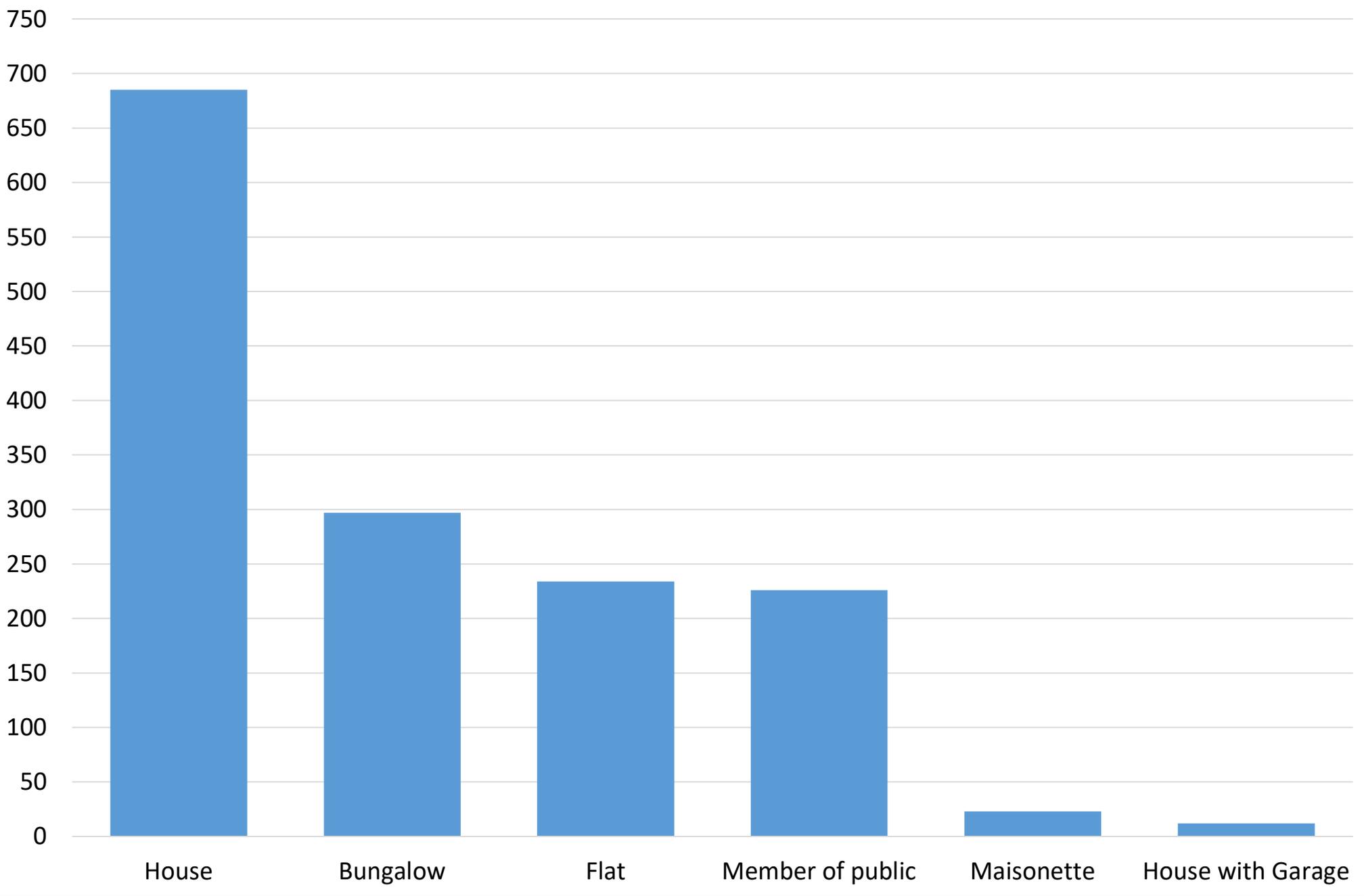
— 23/24 void rent loss % YTD

- - - 25/26 void rent loss target %

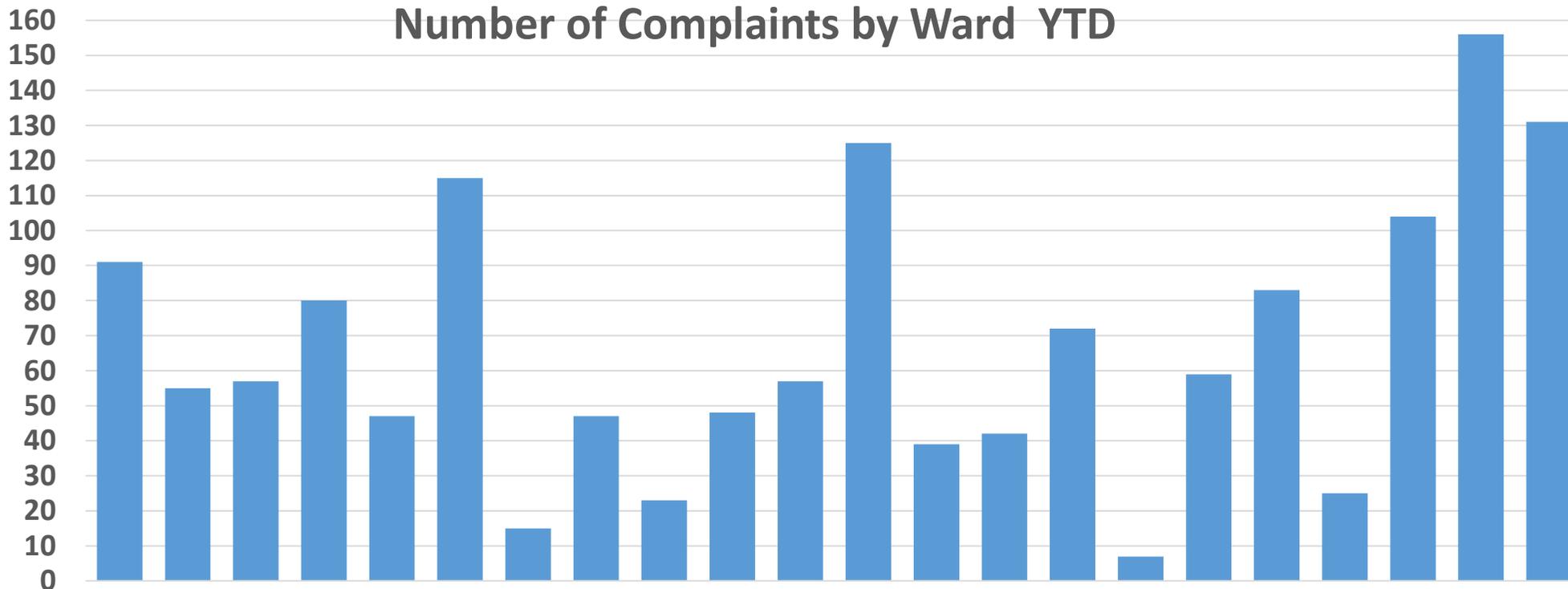
Number of complaints by age profile YTD



Number of complaints by property type YTD



Number of Complaints by Ward YTD



Complaint numbers by type YTD 2025/26

