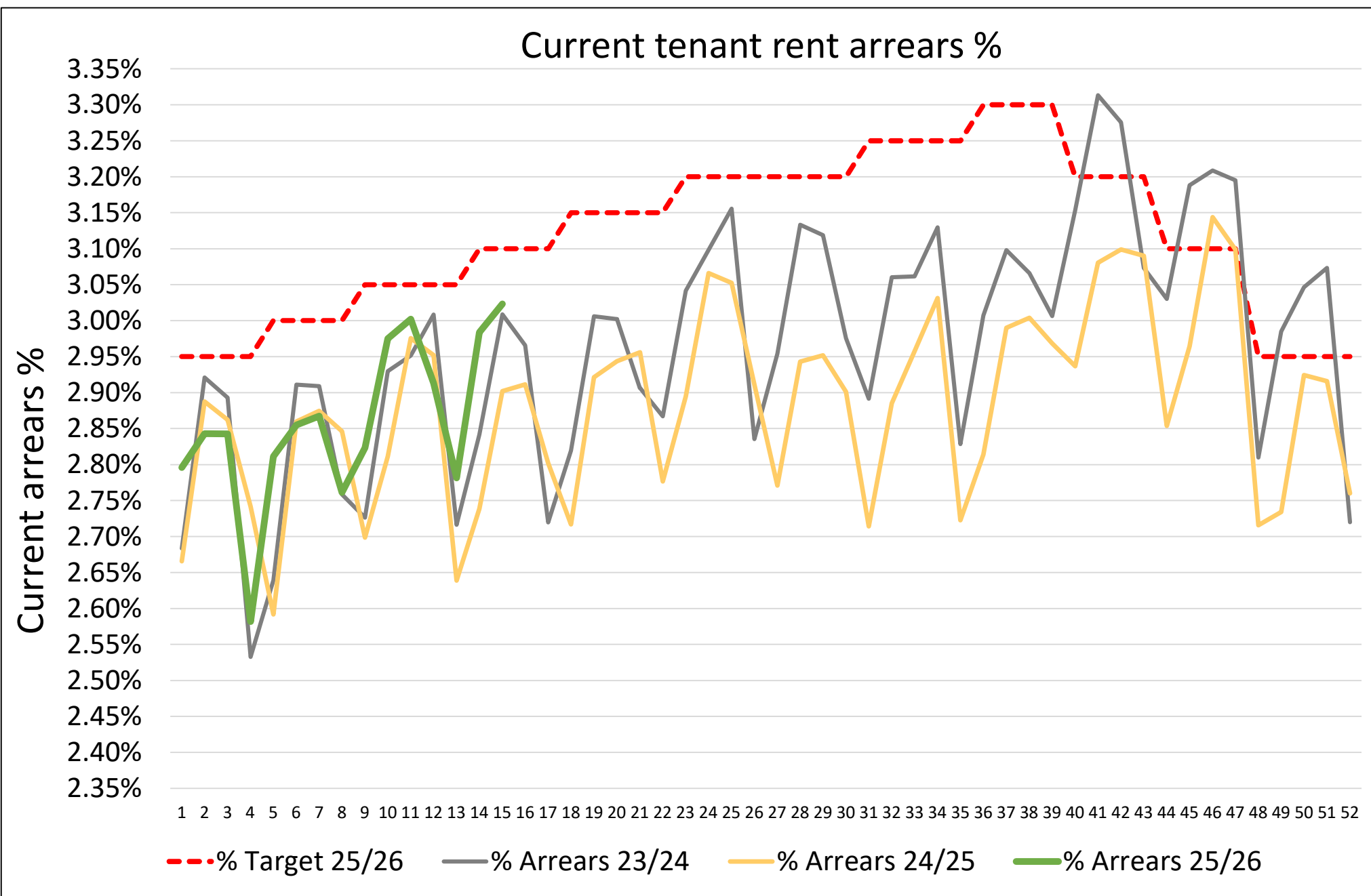
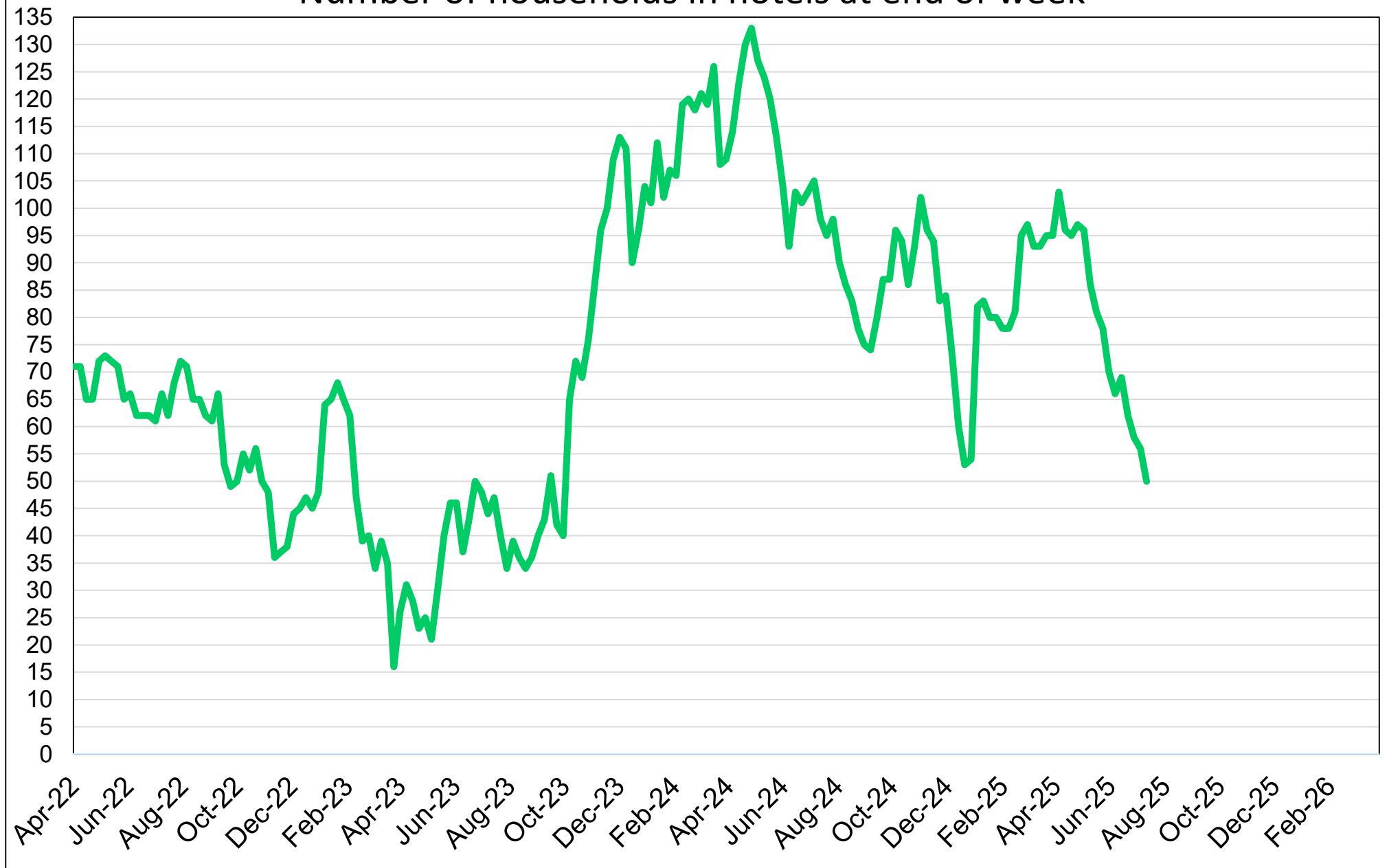
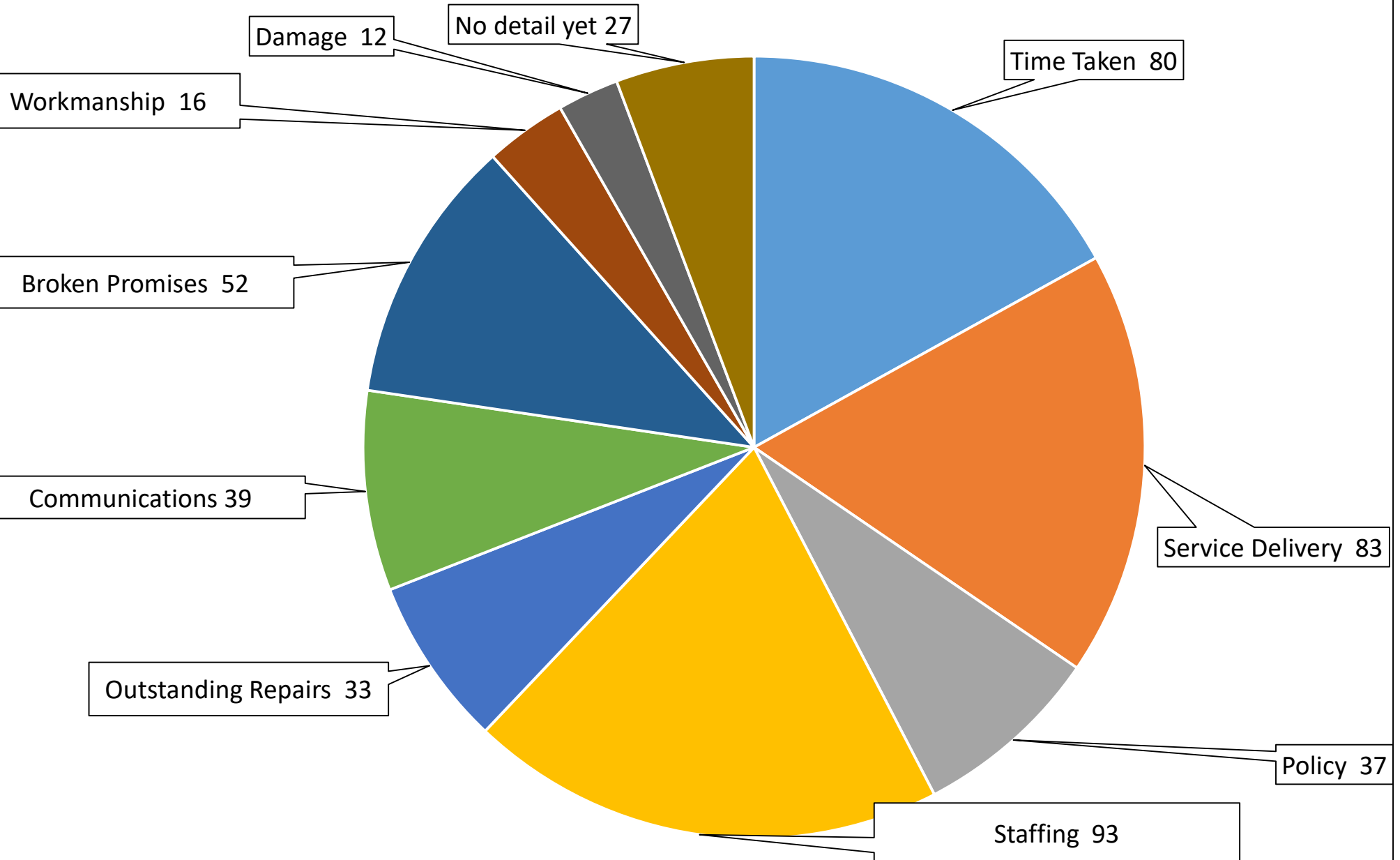


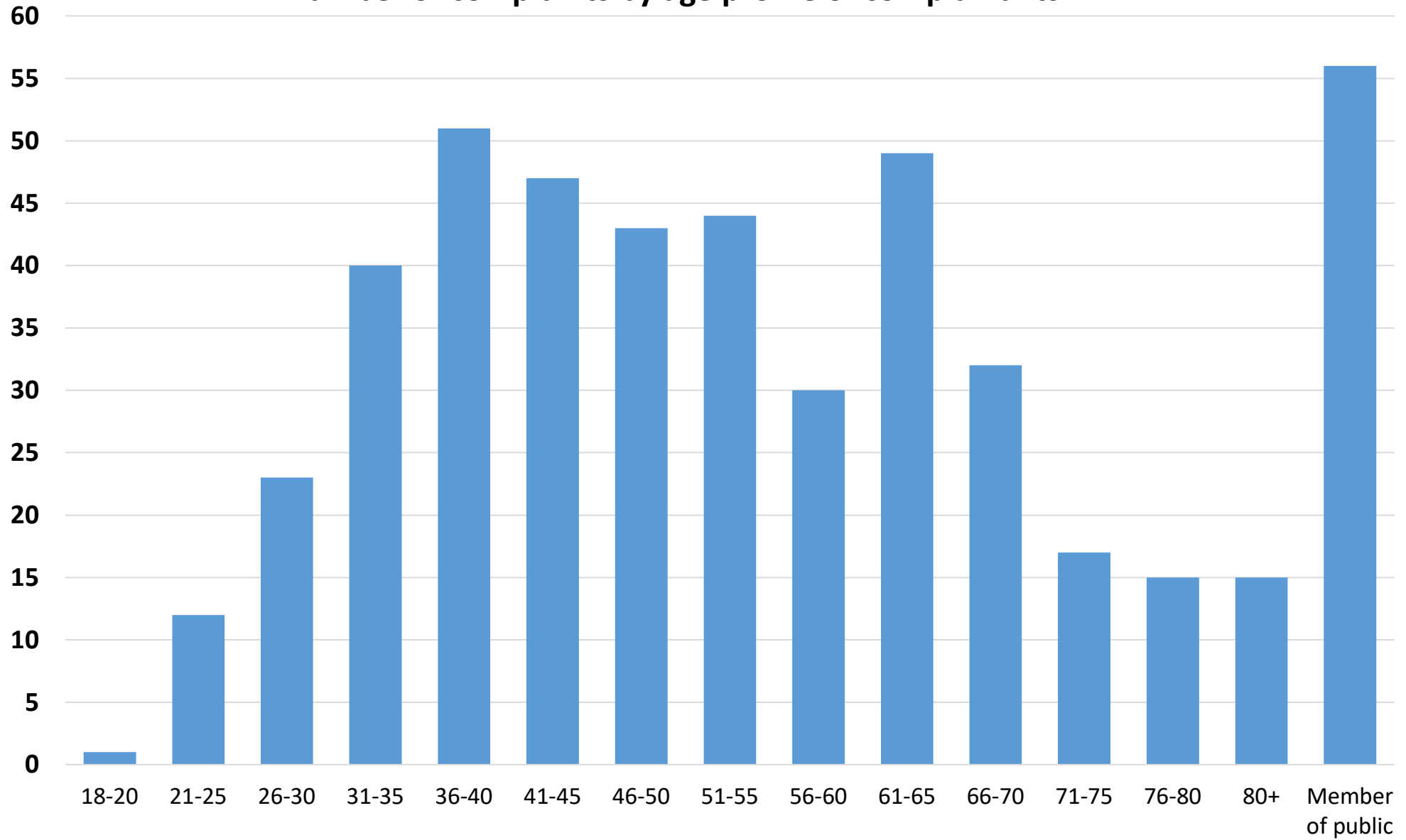
Performance Information : Week 15 2025/26 ending						20-Jul-25			
	Current Tenant Arrears %	Void rent loss % Year to date	Average Relet Time (calendar days) Year to date	Number of Households in hotels at period end (no target)	Total no. of complaints per 1,000 properties after 15 weeks	Tenancy Turnover % (new 25/26)	Tenancies sustained post support %	% Repairs - First Visit Complete	% Properties with a valid gas certificate
2025/26 Performance as at Week 15	3.02%	1.16%	28.1	50	22.8	1.56%	99.38%	96.62%	99.71%
Indicator value in 2025/26 at week 15	£2,820,756	£315,220	306 lettings 311 terminations		454 complaints	311 terminations creating a void	3 out of 481	8899 out of 9210 repairs	54 properties
Indicator compared to previous week	Worse than last week	Better than last week	Better than last week	Better than last week	Worse than last week	Same as last week	Better than last week	Worse than last week	Worse than last week
Change in week	0.04%	-0.01%	-0.26	-6	+1.3	0.00%	0.04%	-0.07%	-0.06%
2025/26 profiled Target as at Week 15	3.10%	0.80%	24.0	no target 25/26	14.4	1.59%	97.25%	94.00%	100.00%
2024/25 Performance as at Week 15	2.90%	0.83%	25.1	105	21.3	n/a	98.62%	94.06%	99.77%
Indicator value in 2024/25 at week 15	£2,681,449	£176,170	293 lettings 327 terminations		424 complaints	n/a	4 out of 289	8520 out of 8956 repairs	44 properties
2024/25 profiled Target as at Week 15	2.90%	0.70%	20.0	no target 24/25	14.4	n/a	97.25%	94.00%	100.00%
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

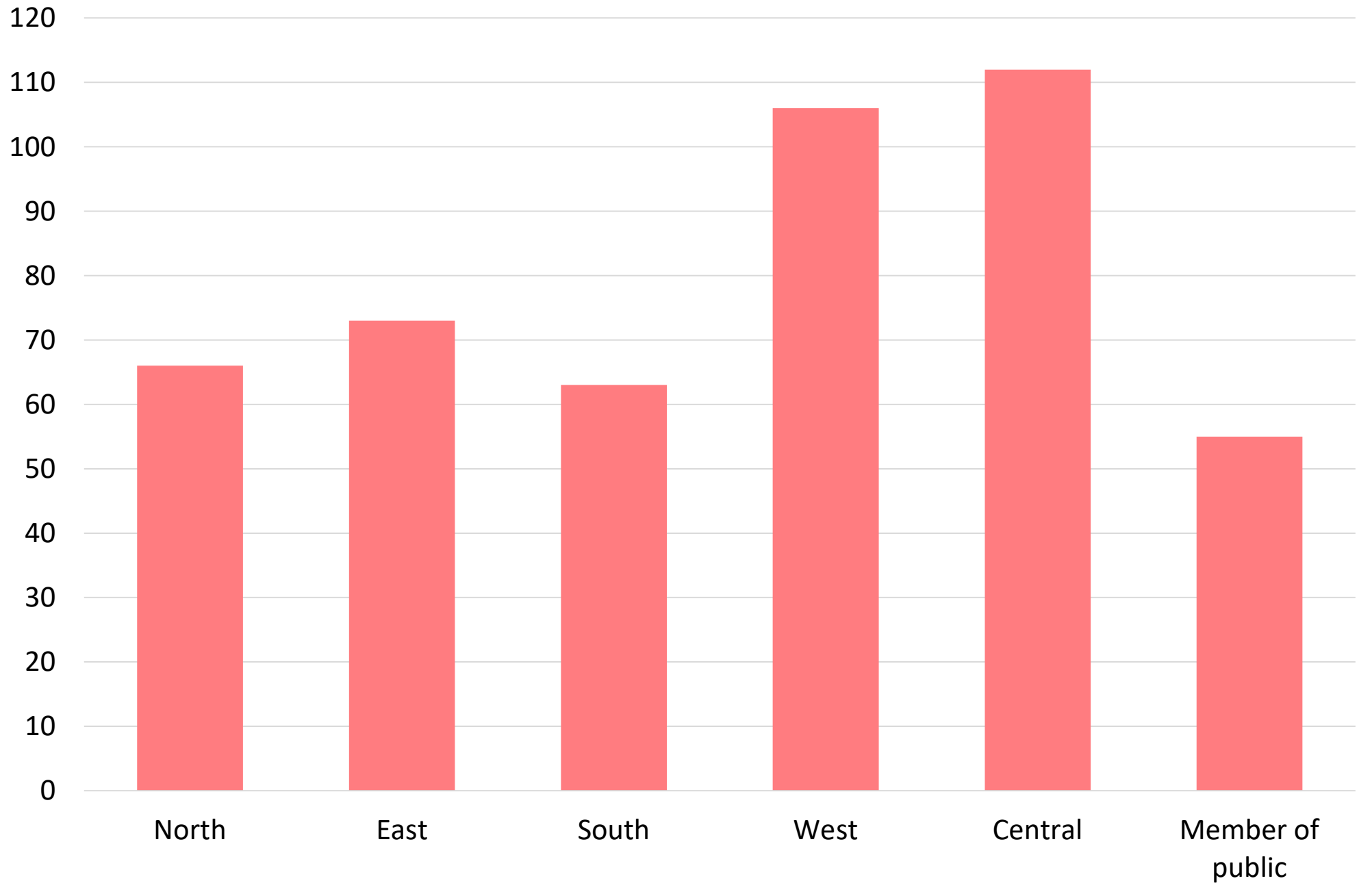


**Complaint numbers by type YTD 2025/26**

**Number of complaints by age profile of complainants YTD**

■ Number of complaints by age profile of complainants YTD

## Number of Complaints by Area YTD



# Lettable voids at end of the week

