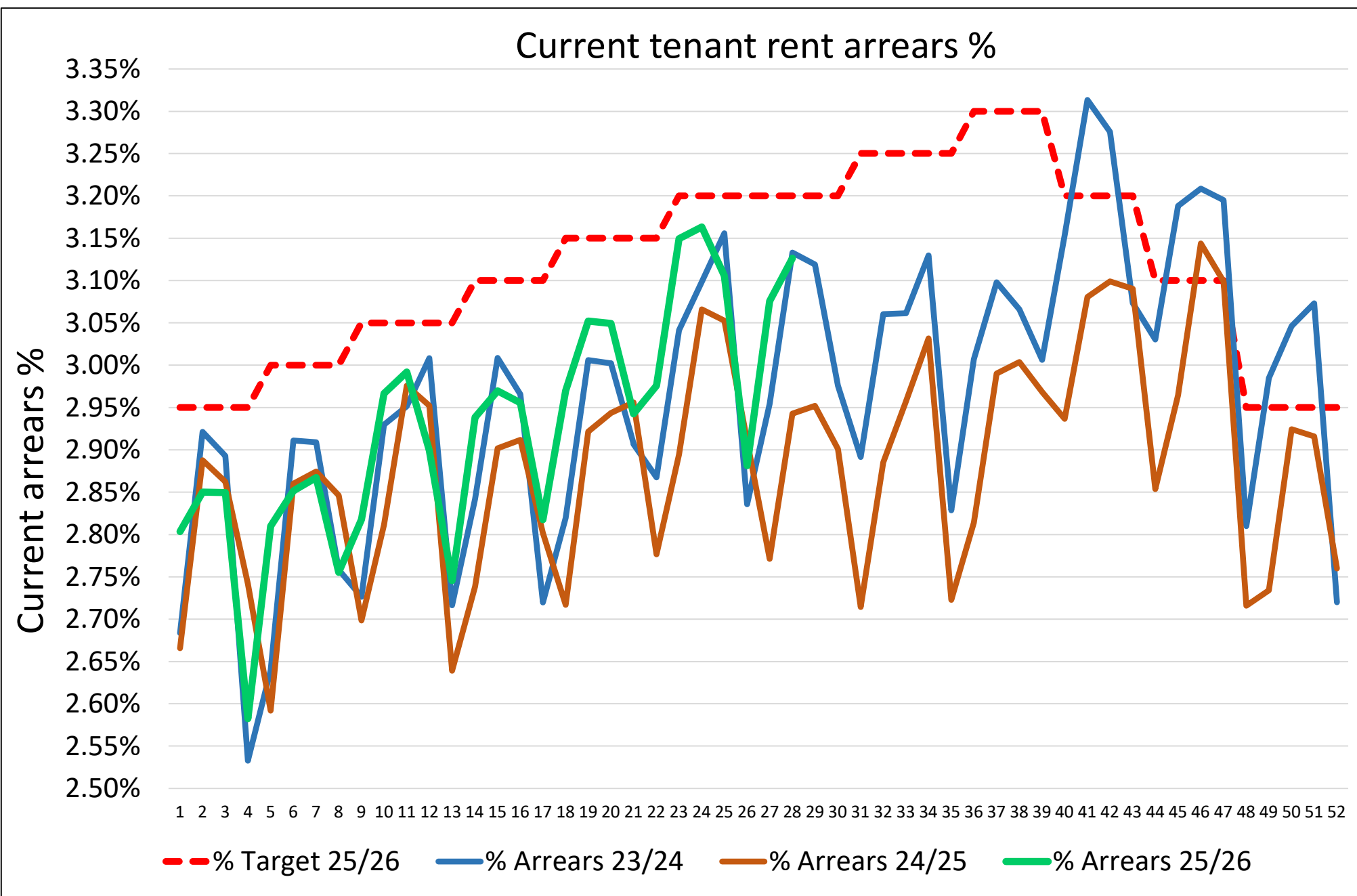
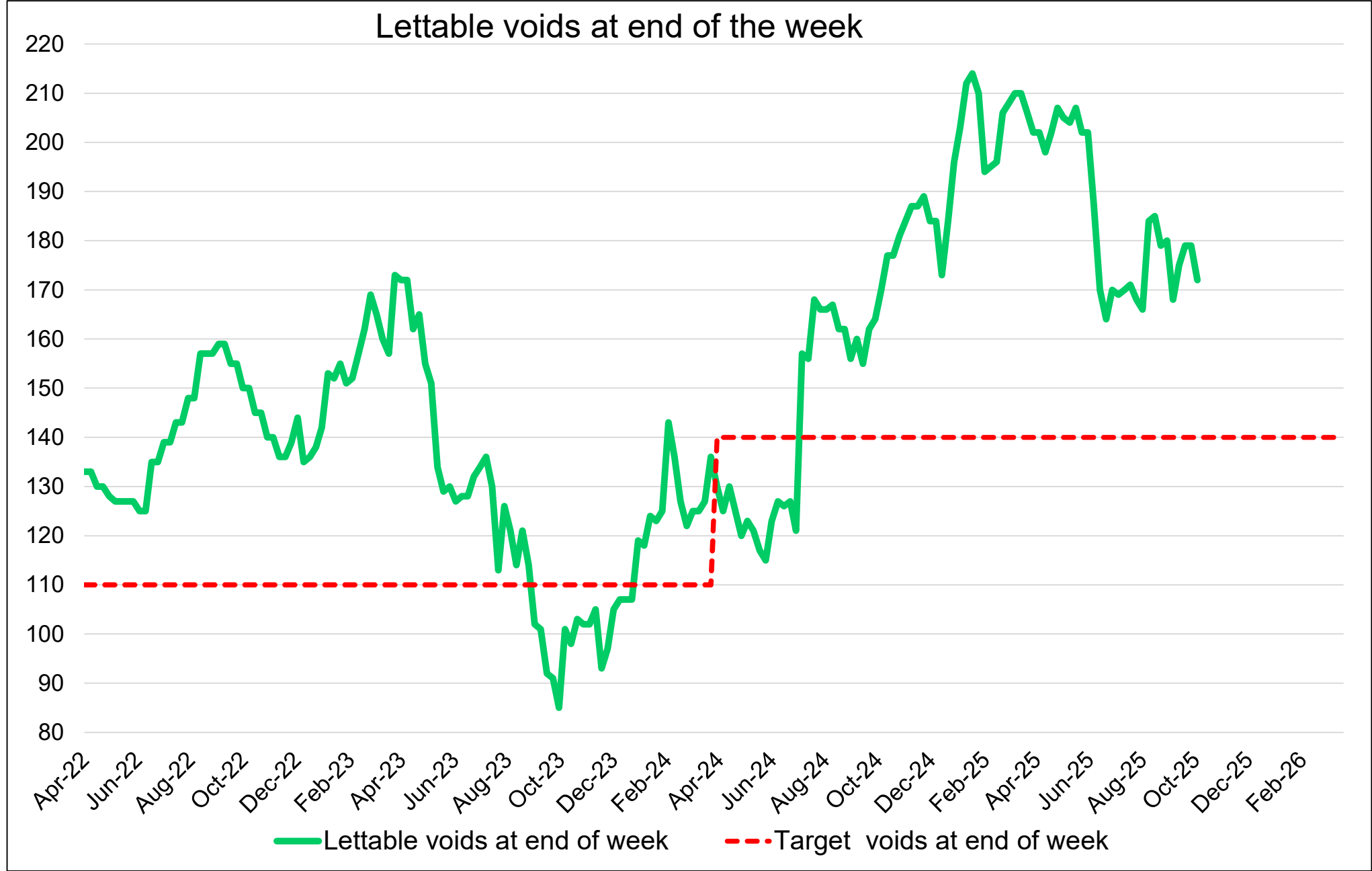
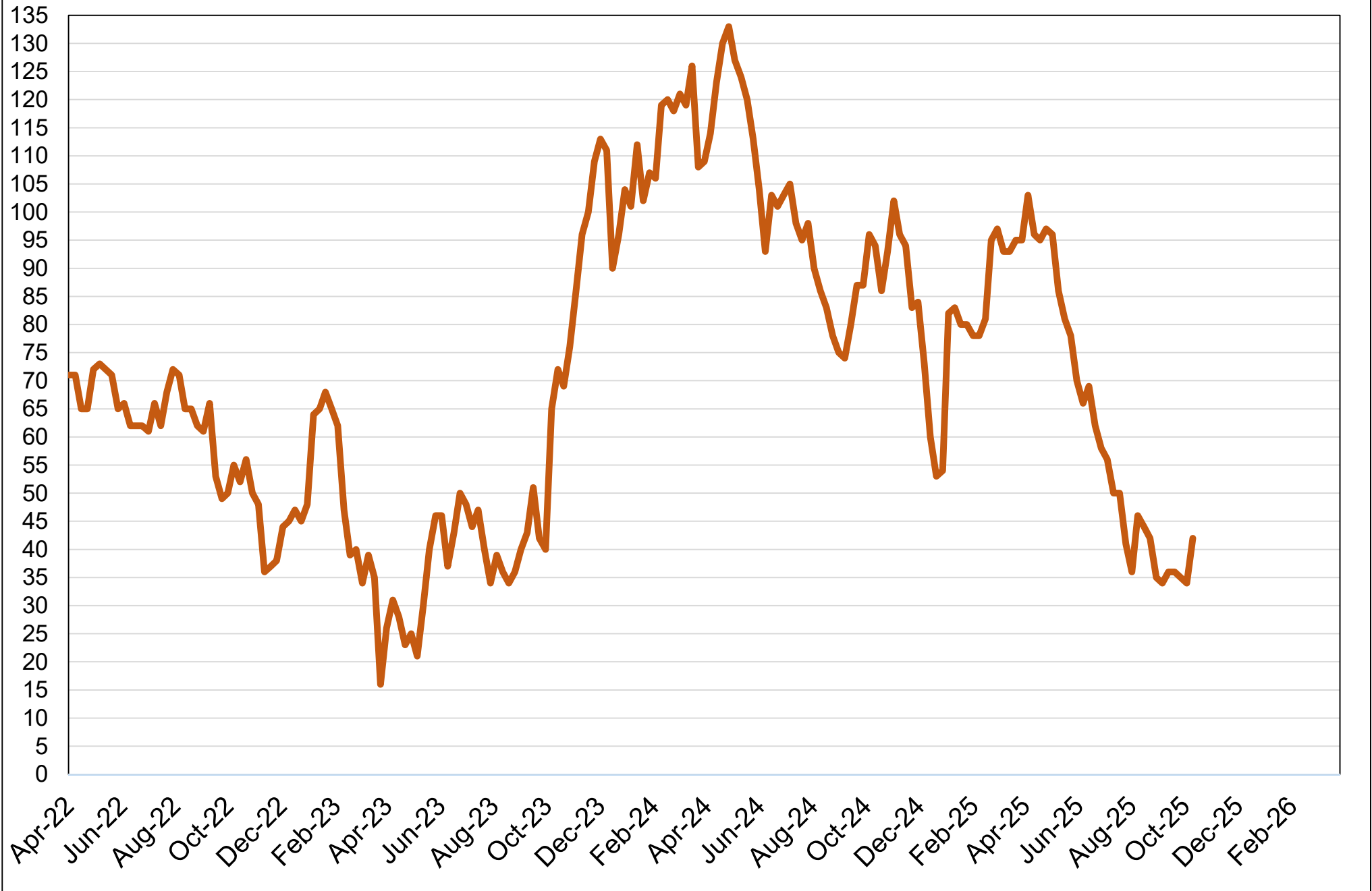


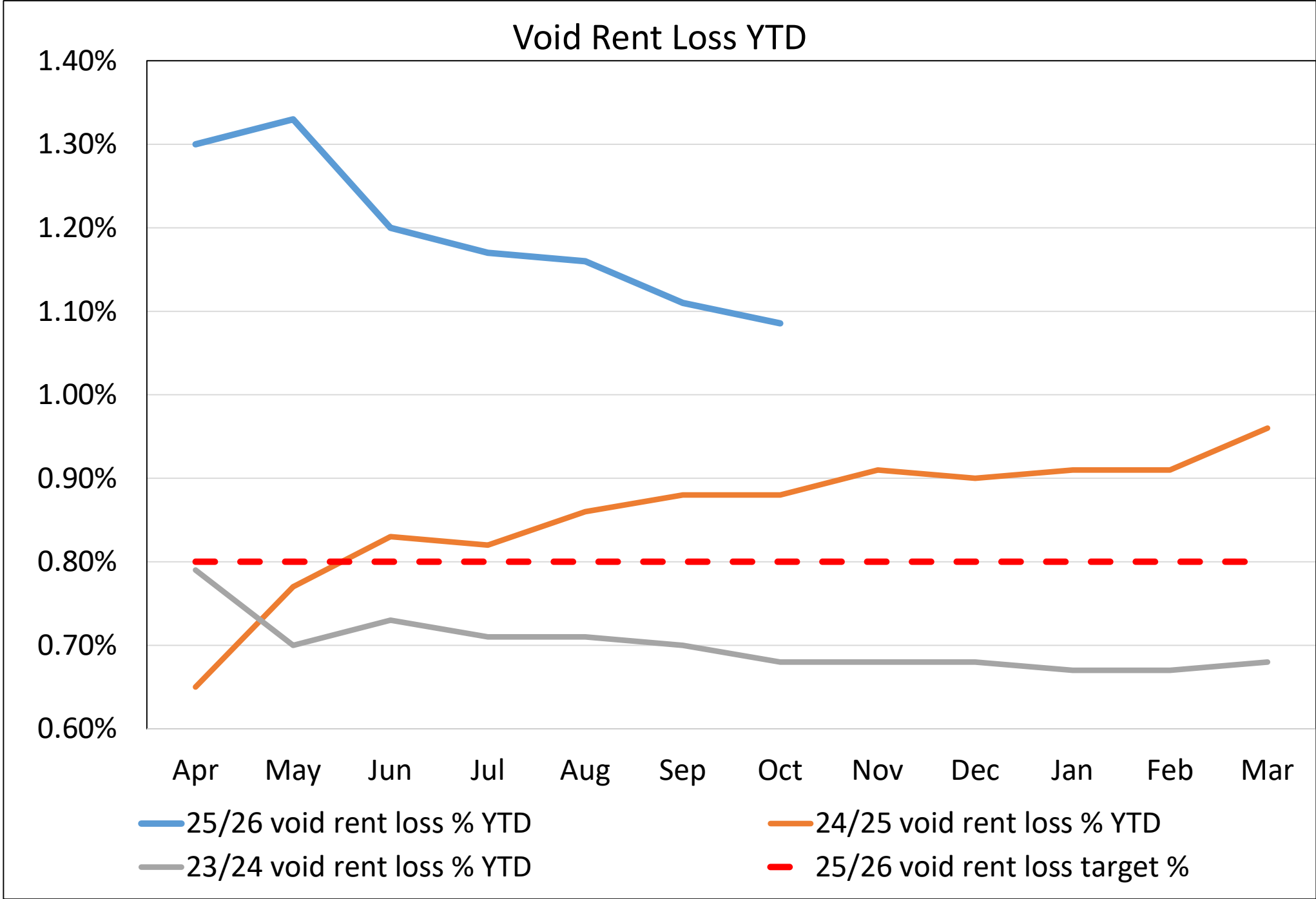
Performance Information : Week 28 2025/26 ending					19-Oct-25				
	Current Tenant Arrears %	Void rent loss % Year to date	Average Relet Time (calendar days) Year to date	Number of Households in hotels at period end (no target)	Total no. of complaints per 1,000 properties after 28 weeks	Tenancy Turnover % (new 25/26)	Tenancies sustained post support %	% Repairs - First Visit Complete	% Properties with a valid gas certificate
2025/26 Performance as at Week 28	3.13%	1.09%	25.6	42	43.8	2.95%	99.52%	96.71%	99.80%
2025/26 profiled Target as at Week 28	3.20%	0.80%	25.0	no target 25/26	26.9	2.96%	97.25%	94.00%	100.00%
Tolerance	3.52%	0.88%	27.5	n/a	29.6	3.26%	87.53%	84.60%	99.84%
Indicator value in 2025/26 at week 28	£2,920,375	£552,042	589 lettings 587 terminations		871 actual complaints 536 target complaints	587 actual terminations creating a void 589 target terminations	5 out of 1048	16211 out of 16763 repairs	38 properties
Indicator compared to previous week	Worse 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	Better than last week	Better than last week
Change in week	0.05%	0.00%	+0.1	+8	+0.9	0.06%	0.01%	0.05%	0.03%
2024/25 Performance as at Week 28	2.94%	0.88%	25.5	96	38.7	n/a	98.65%	94.85%	99.85%
2024/25 profiled Target as at Week 28	3.00%	0.70%	24.0	no target 24/25	26.9	n/a	97.25%	94.00%	100.00%
Indicator value in 2024/25 at week 28	£2,720,646	£297,735	542 lettings 604 terminations		770 complaints	n/a	9 out of 665	15777 out of 16499 repairs	28 properties
Key : Meeting / better than target Close to / within tolerances of target Not meeting / worse than target									

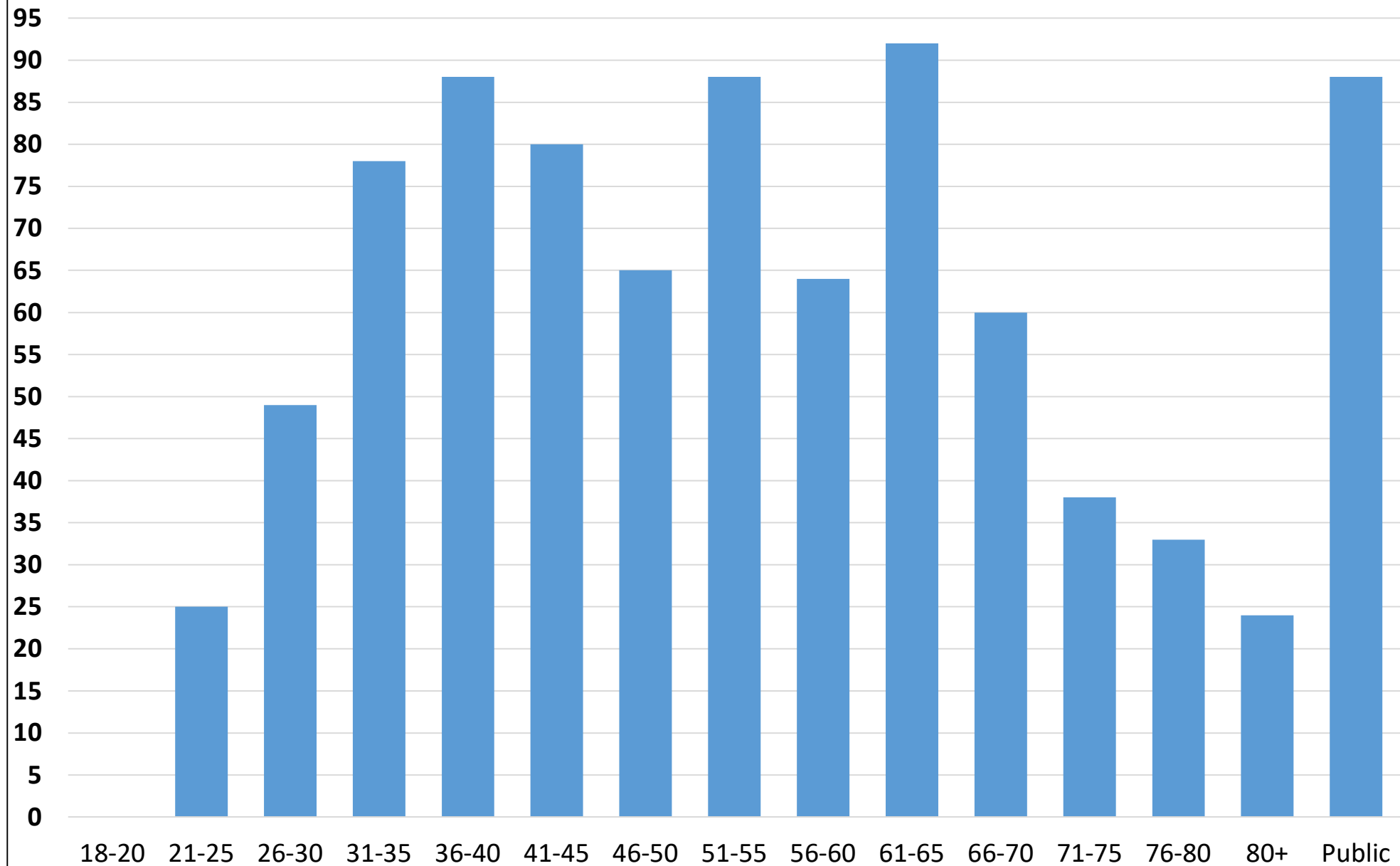




Number of households in hotels at end of week

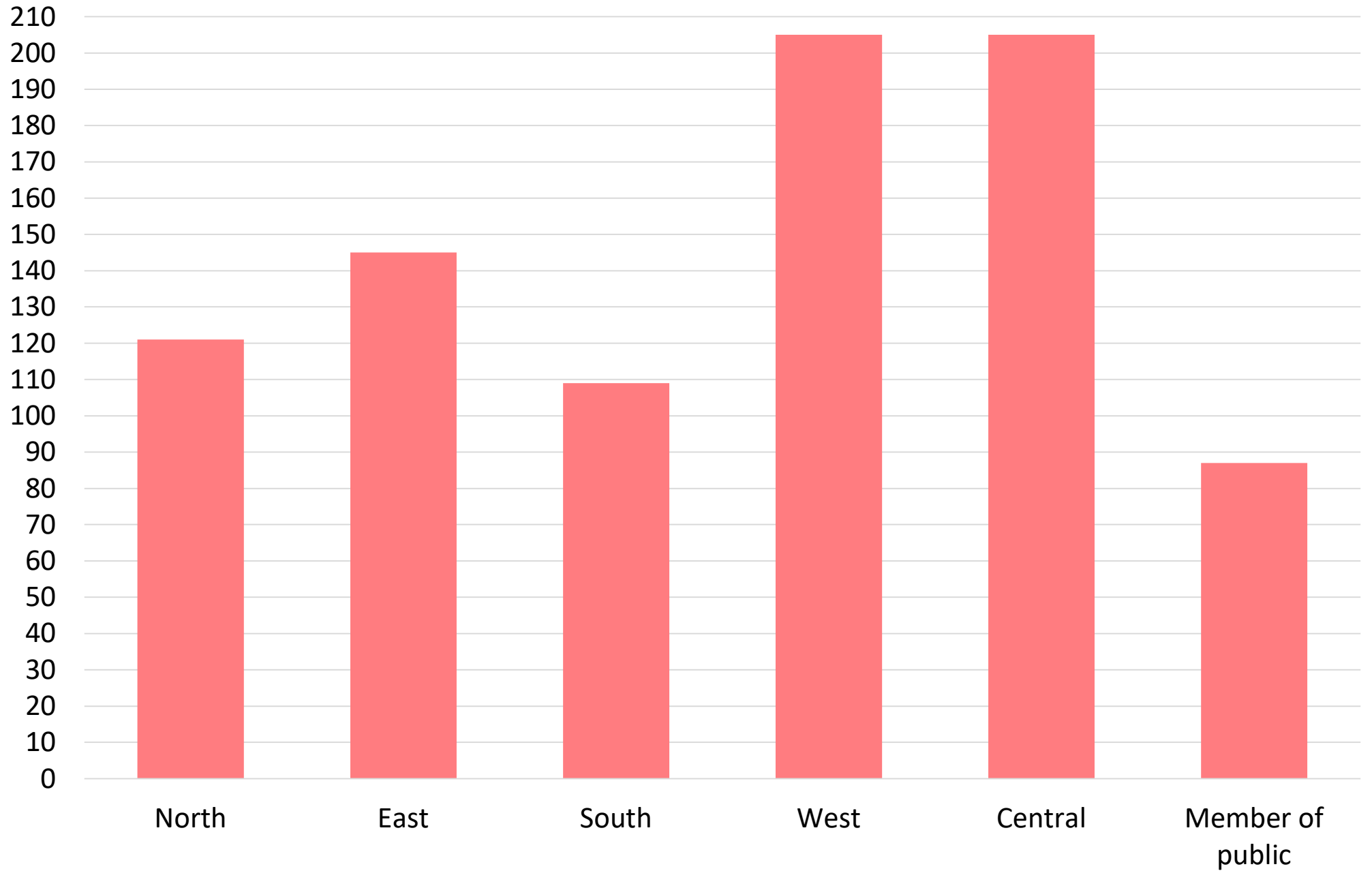




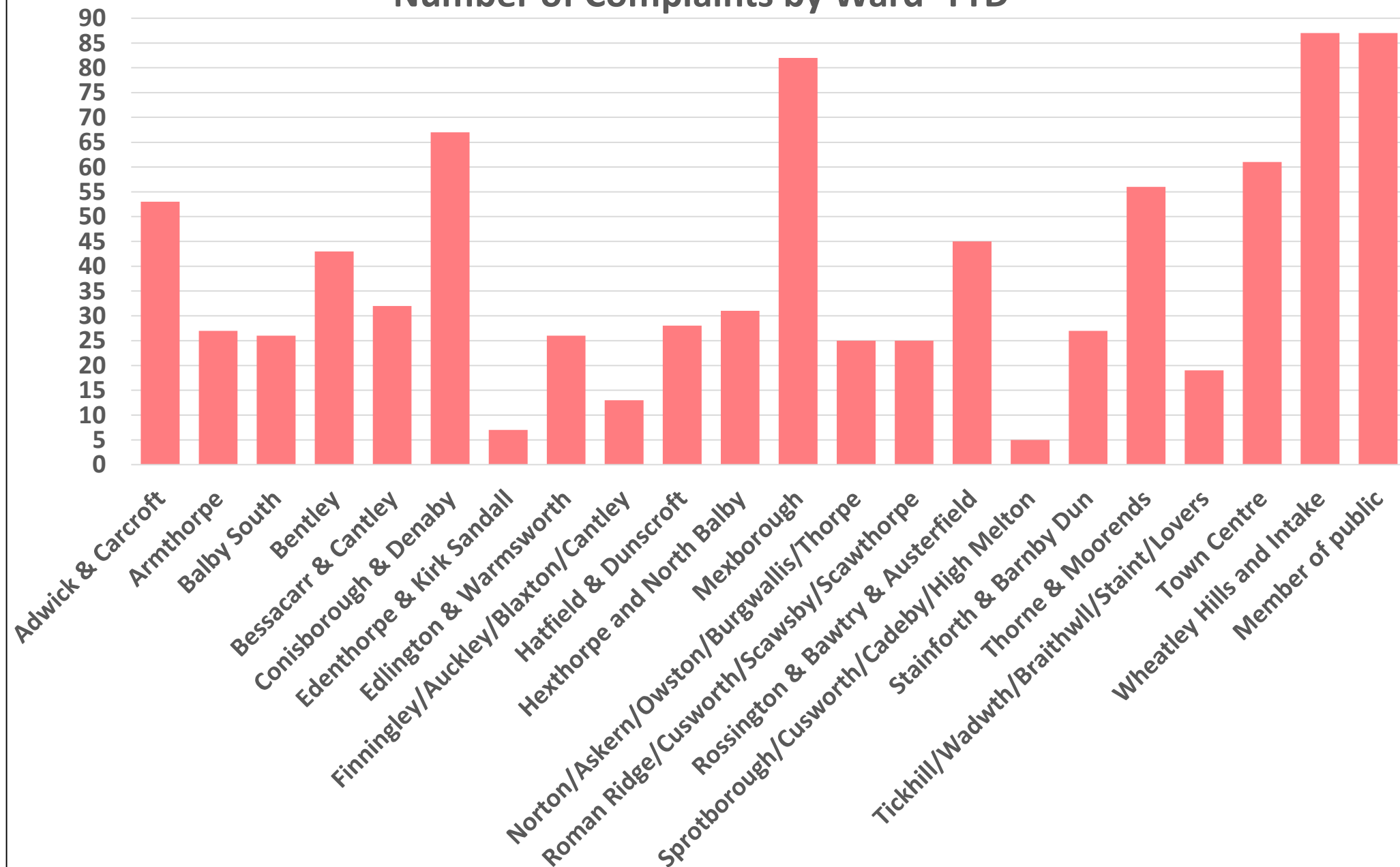
Number of complaints by age profile of complainants YTD

■ Number of complaints by age profile of complainants YTD

Number of Complaints by Area YTD



Number of Complaints by Ward YTD



Complaint numbers by type YTD 2025/26