Performance Information : Week 34   2025/26 ending   30-Nov-25
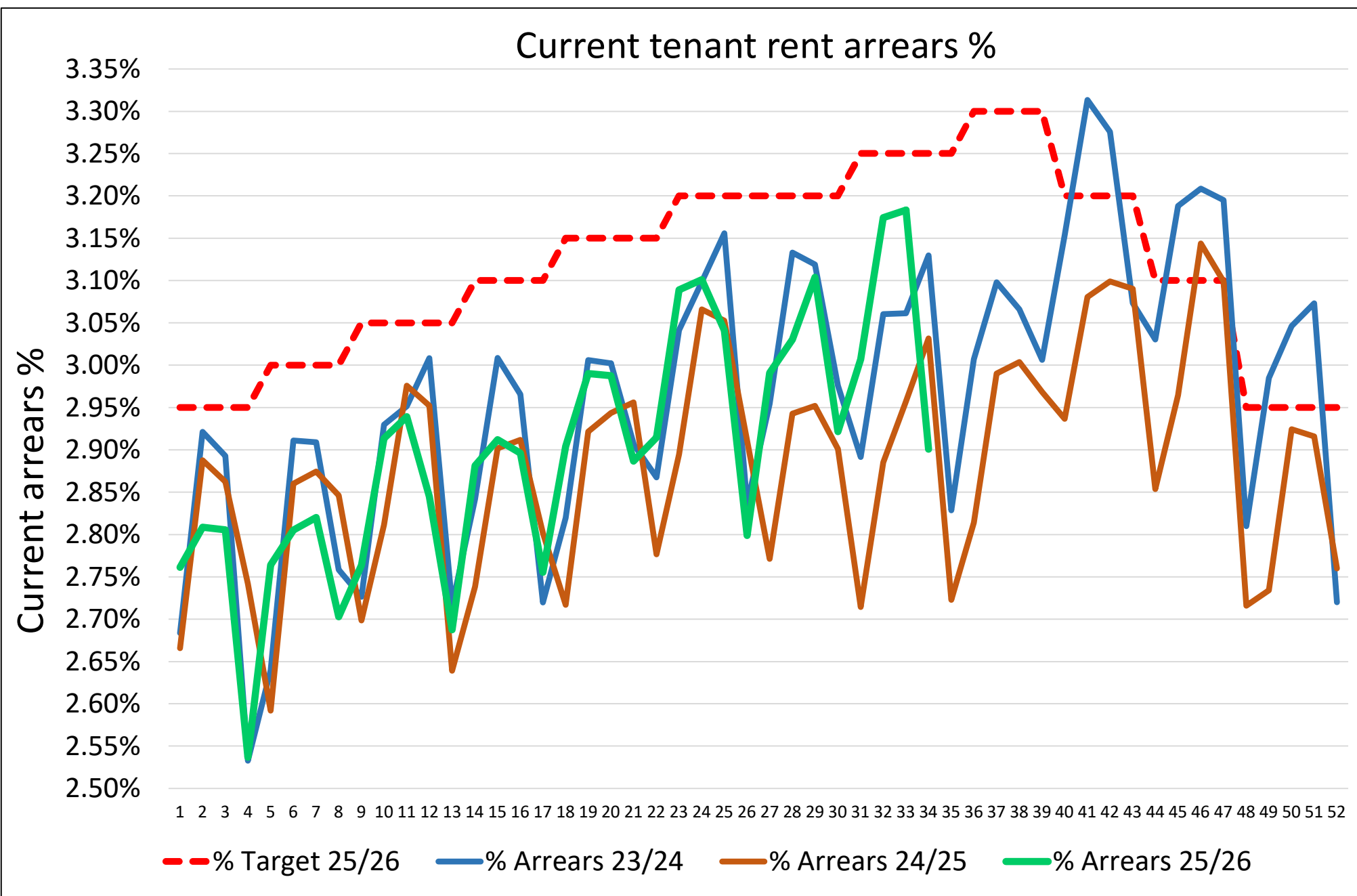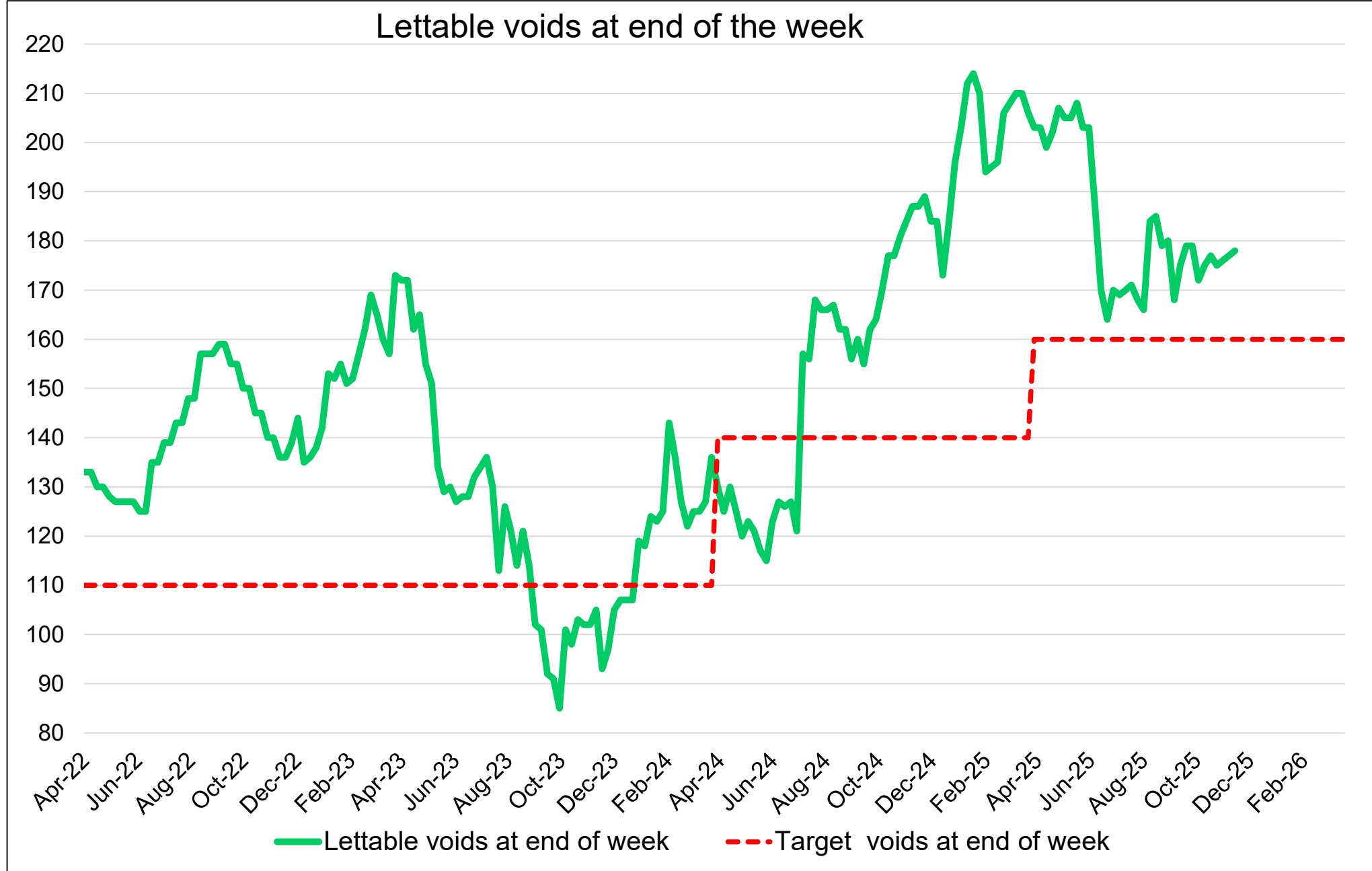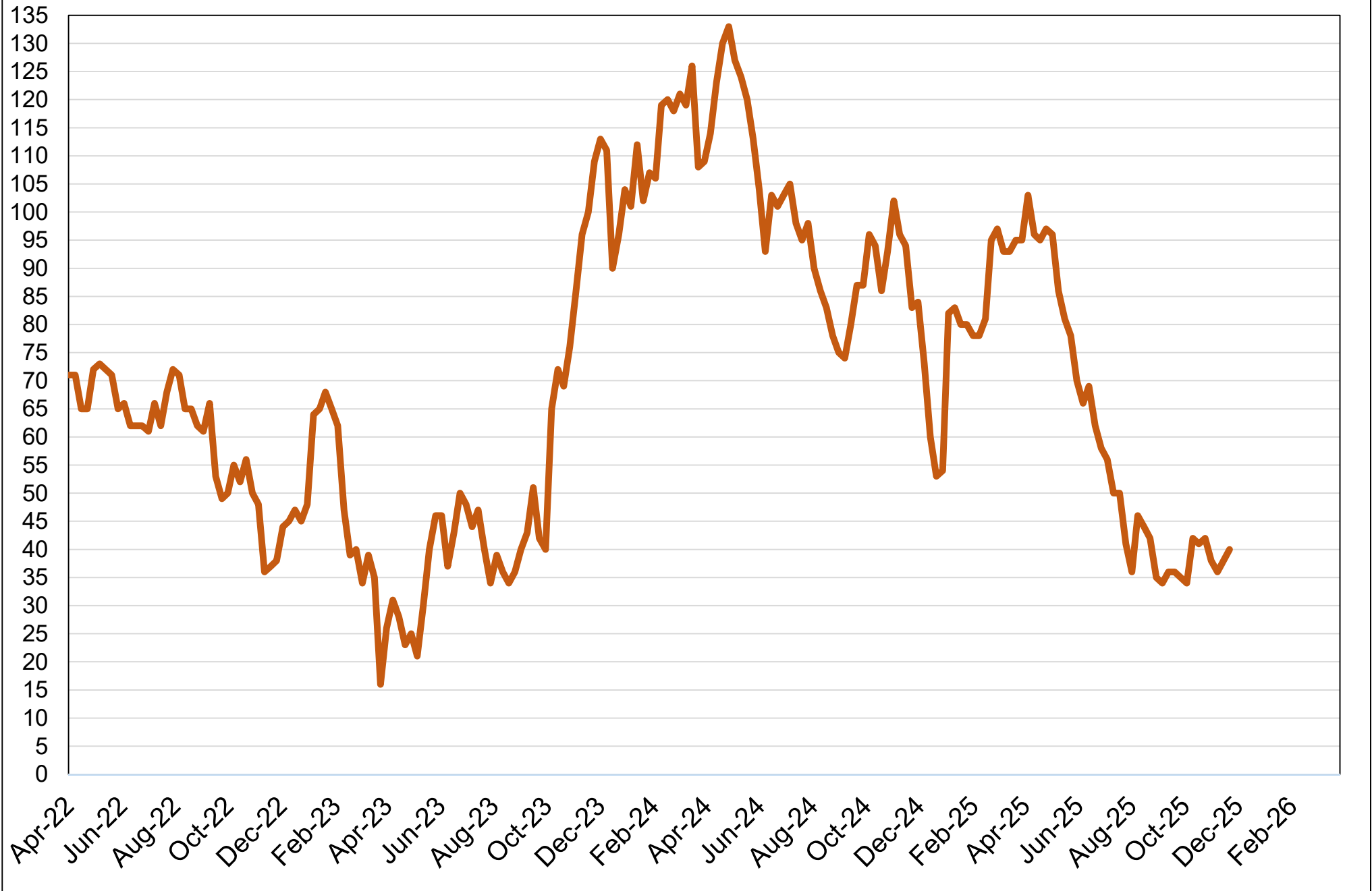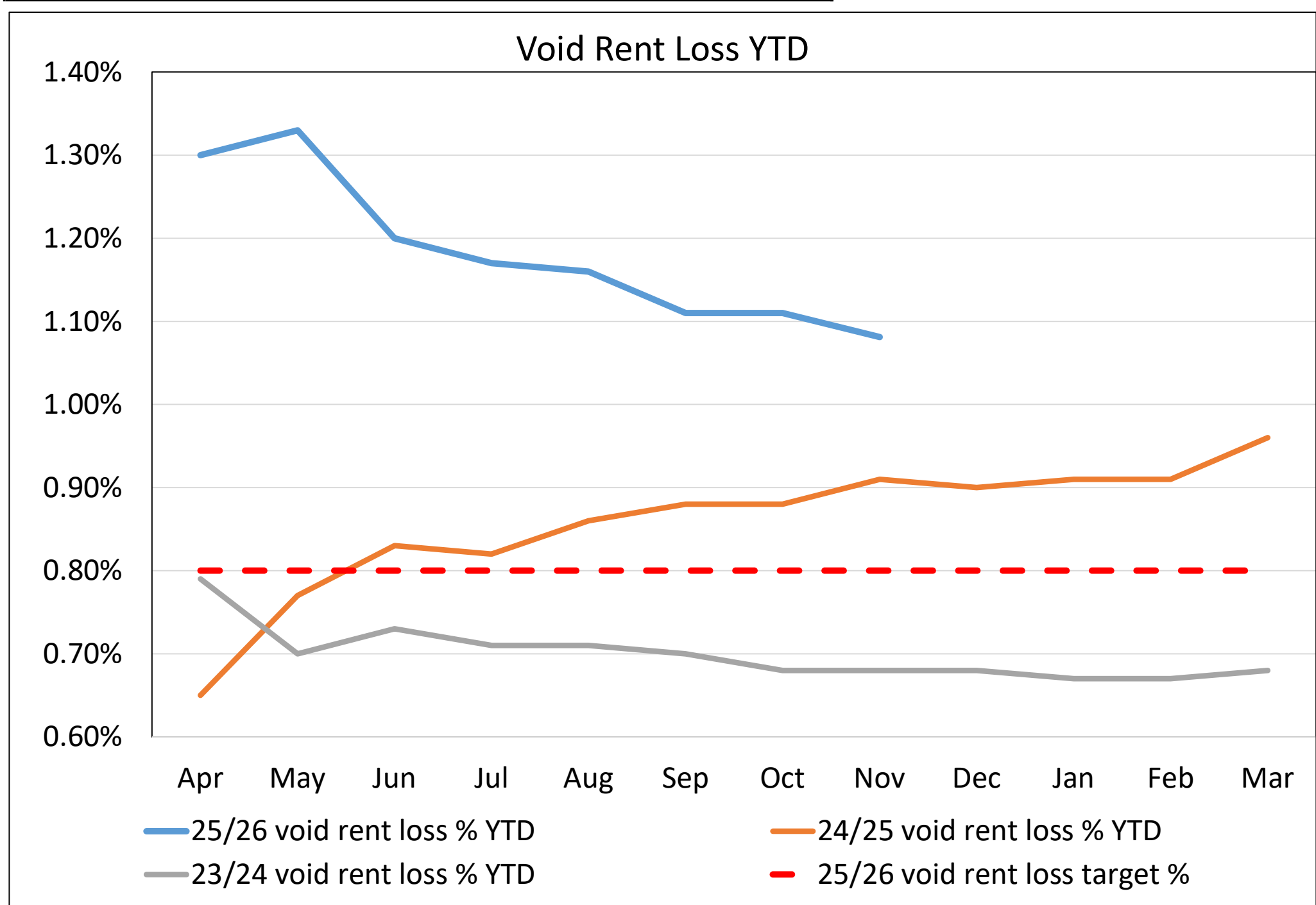
	Current Tenant Arrears %	Void rent loss % Year to date	Averahe Relet Time (calendar days) Year to date	Number of Households in hotels at period end (no target)	Total no. of complaints per 1,000 properties after 34 weeks	Tenancy Turnover % (new 25/26)	Tenancies sustained post support %	% Repairs - First Visit Complete	% Properties with a valid has certificate
2025/26 Performance as at Week 34	**2.90%**	**1.08%**	**25.3**	**40**	**54.7**	**3.66%**	**99.35%**	**96.63%**	**99.89%**
2025/26 profiled Target as at Week 34	3.25%	0.80%	25.0	no target 25/26	32.7	3.60%	97.25%	94.00%	100.00%
Tolerance	3.58%	0.88%	27.5	n/a	35.9	3.96%	87.53%	84.60%	99.84%
Indicator value in 2025/26 at week 34	£2,710,910	£667,998	717 lettings 728 terminations		1089 actual complaints 650 target complaints	728 actual terminations creatinh a void 716 target terminations	8 out of 1226	20314 out of 21022 repairs	20 properties
Indicator compared to previous week	Better than last week	Same as last week	Better than last week	Worse than last week	Worse than last week	Better than last week	Better than last week	Worse than last week	Better than last week
Chanhe in week	-0.28%	0.00%	-0.12	+2	+1.9	-0.03%	0.01%	-0.02%	0.01%
2024/25 Performance as at Week 34	**3.03%**	**0.90%**	**25.6**	**94**	**46.6**	**n/a**	**98.70%**	**94.90%**	**99.92%**
2024/25 profiled Target as at Week 34	3.05%	0.70%	24.0	no target 24/25	32.7	n/a	97.25%	94.00%	100.00%
Indicator value in 2024/25 at week 34	£2,802,851	£348,182	647 lettings 752 terminations		927 complaints	n/a	10 out of 768	20232 out of 21189 repairs	15 properties

Key : **Meeting / better than target**   **Close to / within tolerances of target**   **Not meeting / worse than target**

Current tenant rent arrears %

Y-axis: Current arrears %

Y-axis values: 2.50%, 2.55%, 2.60%, 2.65%, 2.70%, 2.75%, 2.80%, 2.85%, 2.90%, 2.95%, 3.00%, 3.05%, 3.10%, 3.15%, 3.20%, 3.25%, 3.30%, 3.35%

X-axis values: 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52

Legend: - - - % Target 25/26   —— % Arrears 23/24   —— % Arrears 24/25   —— % Arrears 25/26

Lettable voids at end of the week

Legend: 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

Legend:
- 25/26 void rent loss % YTD
- 24/25 void rent loss % YTD
- 23/24 void rent loss % YTD
- 25/26 void rent loss target %
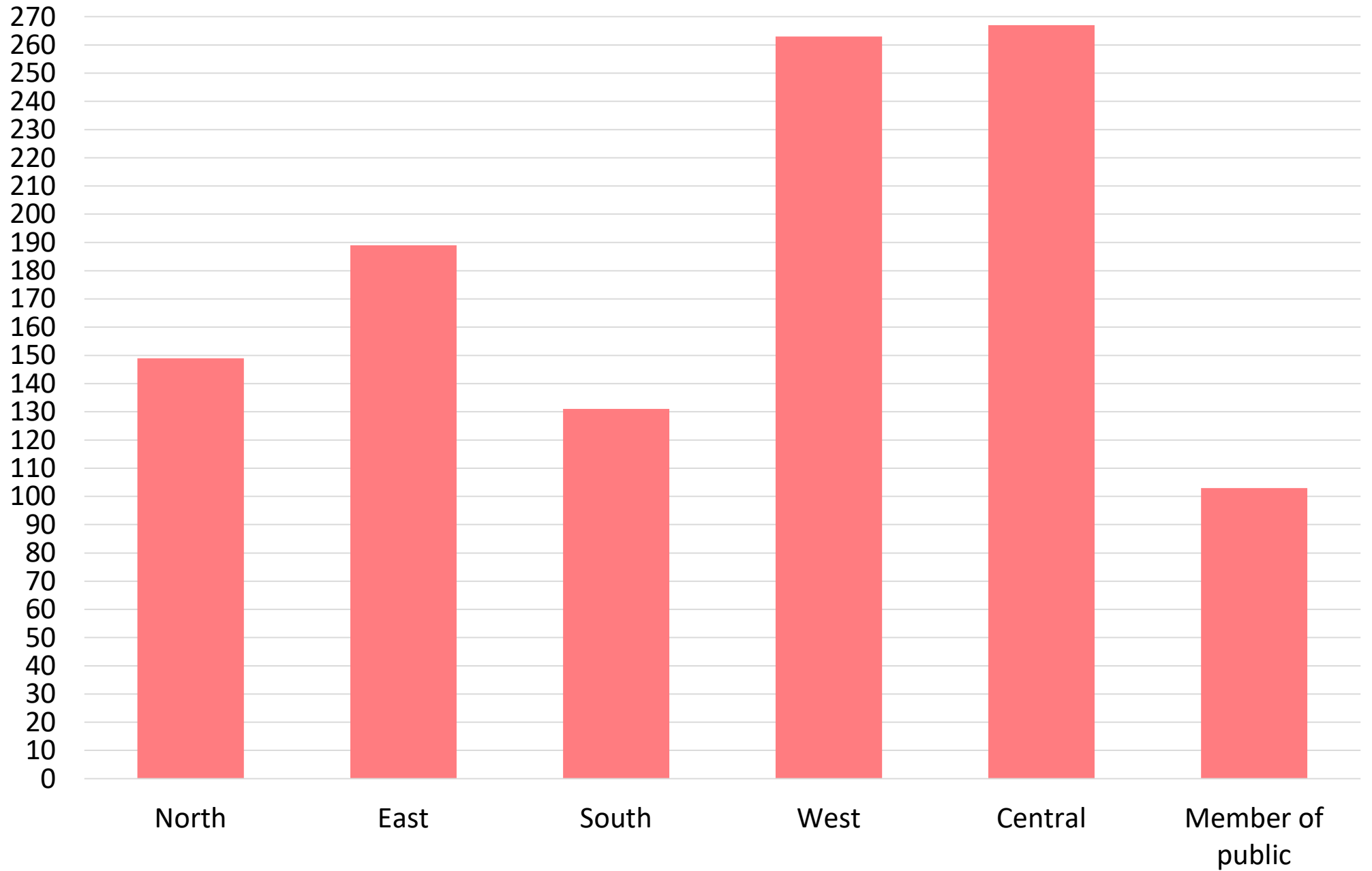
Number of complaints by age profile of complainants YTD
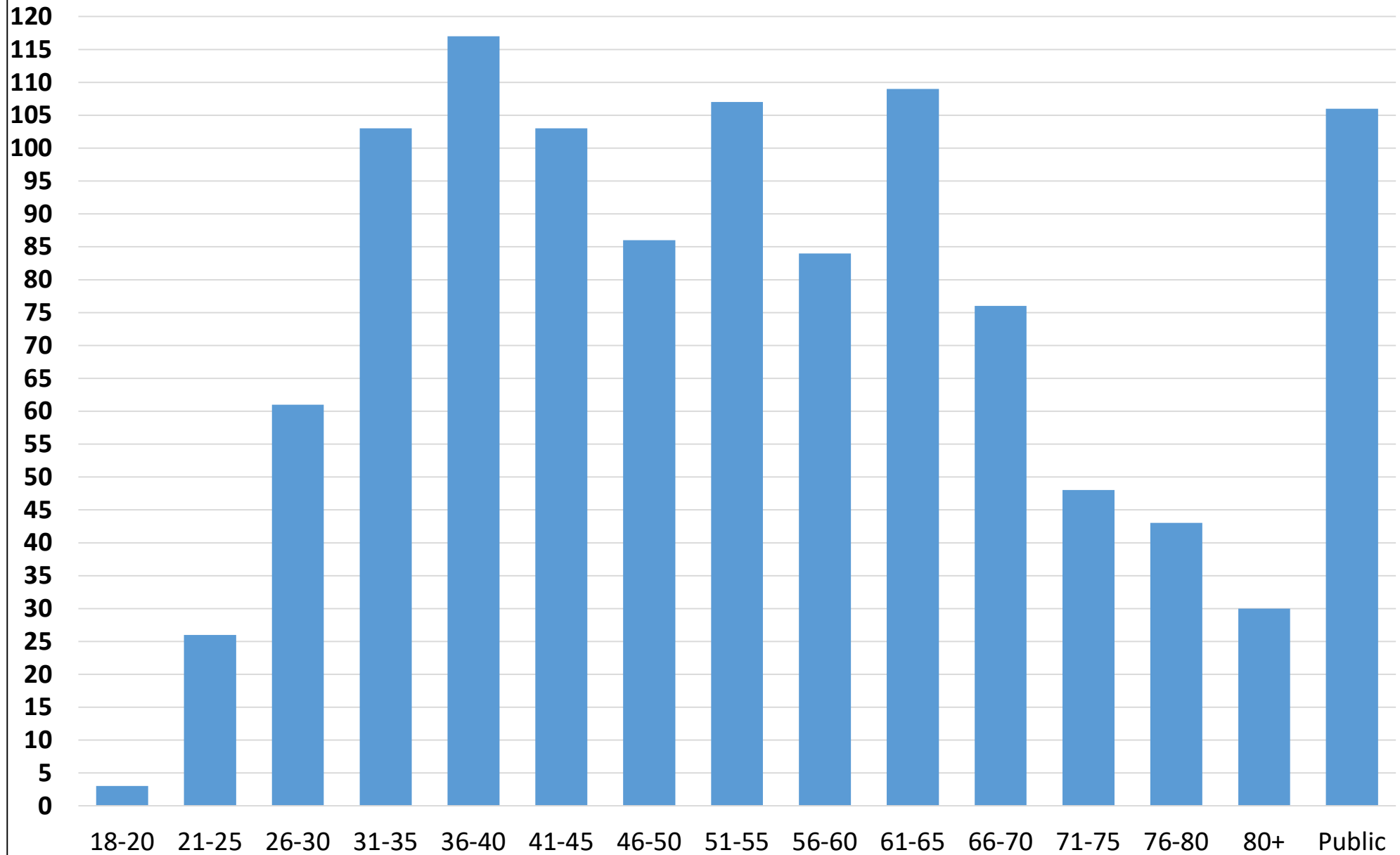
Legend: ■ Number of complaints by age profile of complainants YTD

Number of Complaints by Area YTD

Area	Number of Complaints
North	~149
East	~189
South	~131
West	~263
Central	~267
Member of public	~103

Number of Complaints by Ward YTD

Bar chart showing number of complaints by ward (Year to Date):

Ward	Complaints
Adwick & Carcroft	64
Armthorpe	38
Balby South	40
Bentley	54
Bessacarr & Cantley	38
Conisborough & Denaby	85
Edenthorpe & Kirk Sandall	11
Edlington & Warmsworth	35
Finningley/Auckley/Blaxton/Cantley	15
Hatfield & Dunscroft	35
Hexthorpe and North Balby	43
Mexborough	103
Norton/Askern/Owston/Burgwallis/Thorpe	31
Roman Ridge/Cusworth/Scawsby/Scawthorpe	33
Rossington & Bawtry & Austerfield	58
Sprotborough/Cusworth/Cadeby/High Melton	7
Stainforth & Barnby Dun	35
Thorne & Moorends	70
Tickhill/Wadwth/Braithwll/Staint/Lovers	20
Town Centre	77
Wheatley Hills and Intake	107
Member of public	103

Complaint numbers by type YTD 2025/26

- Damage 24
- No detail yet 42
- Workmanship 39
- Time Taken 253
- Broken Promises 100
- Communications 90
- Outstanding Repairs 69
- Service Delivery 192
- Staffing 187
- Policy 101