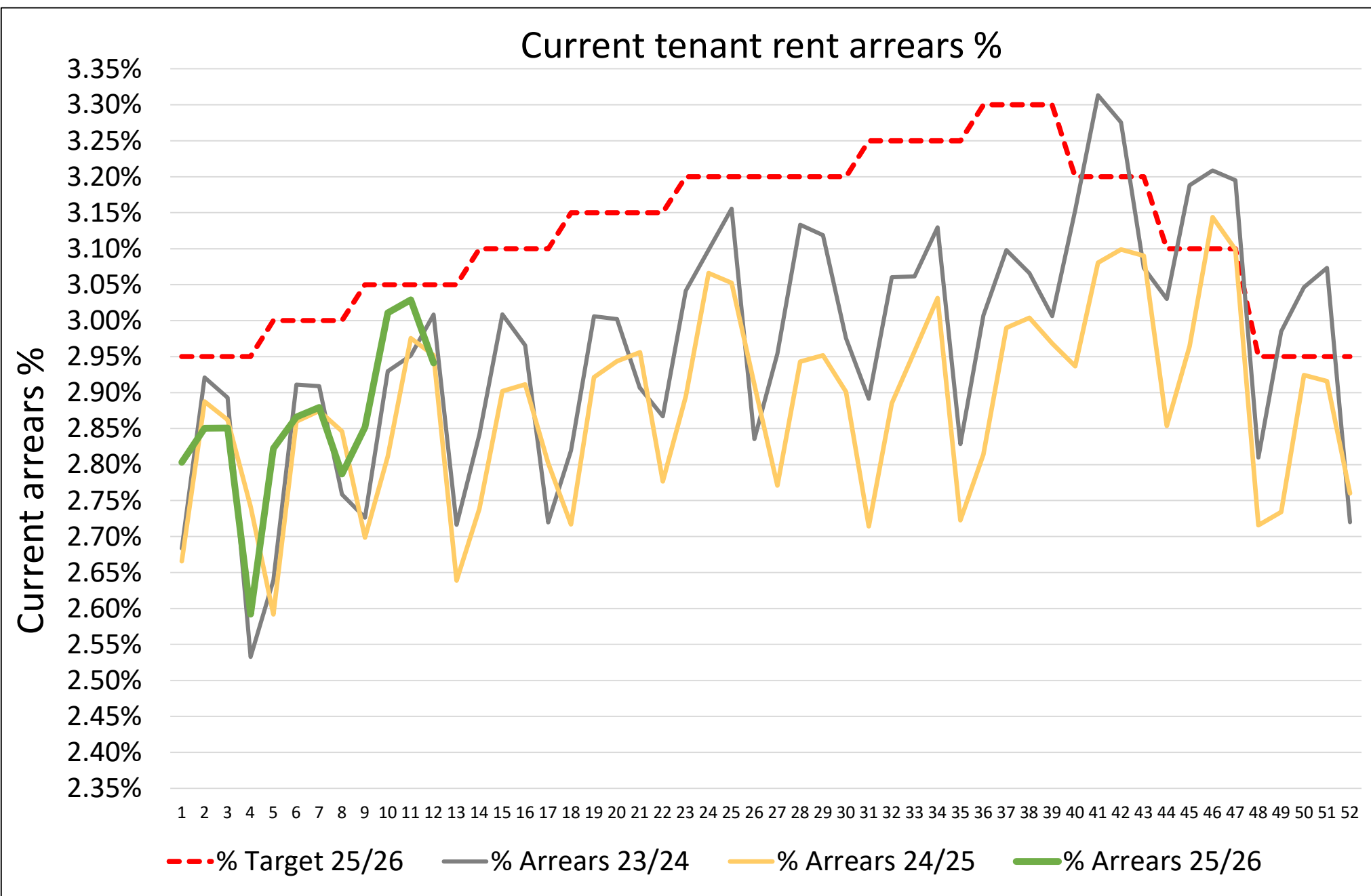
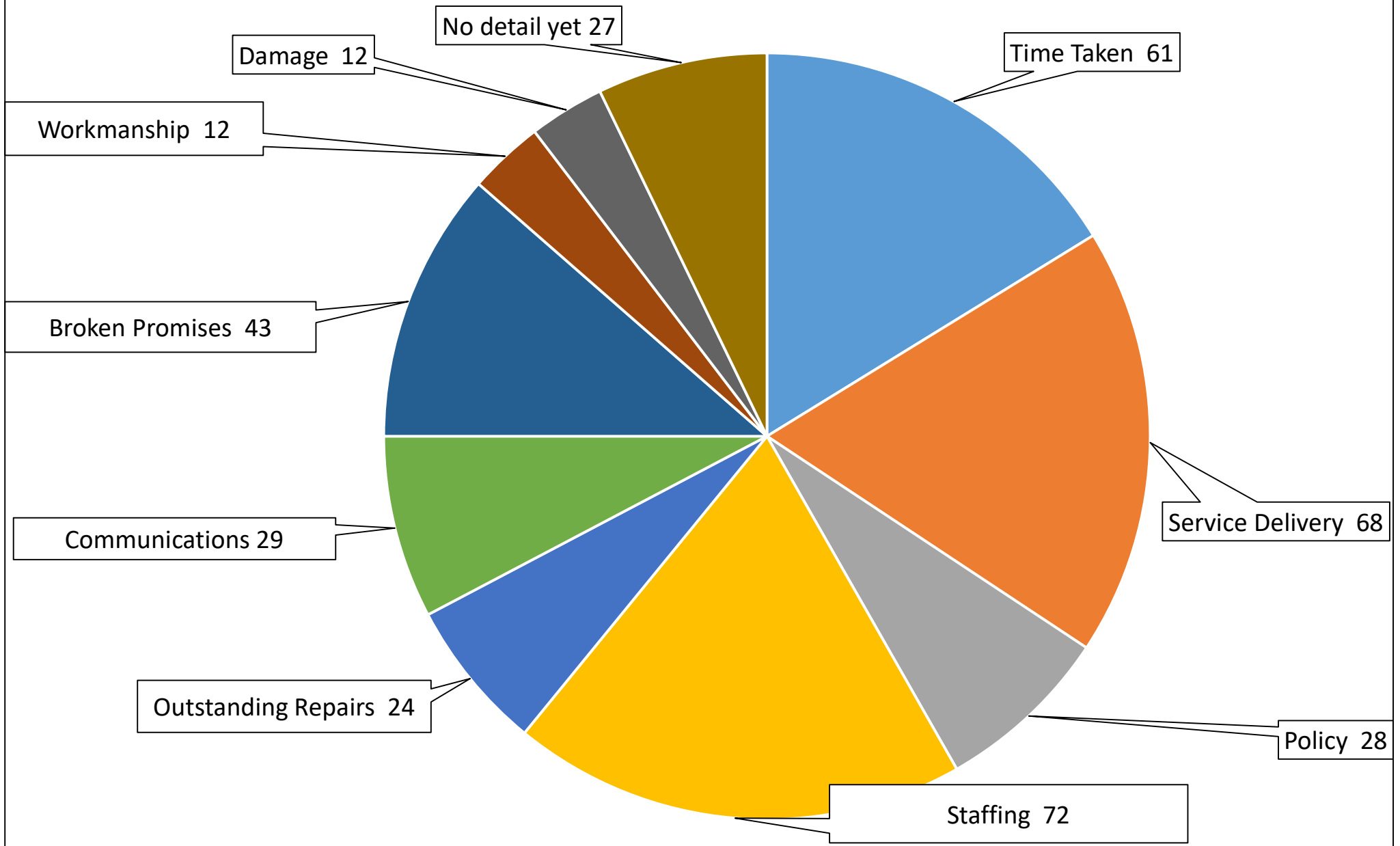


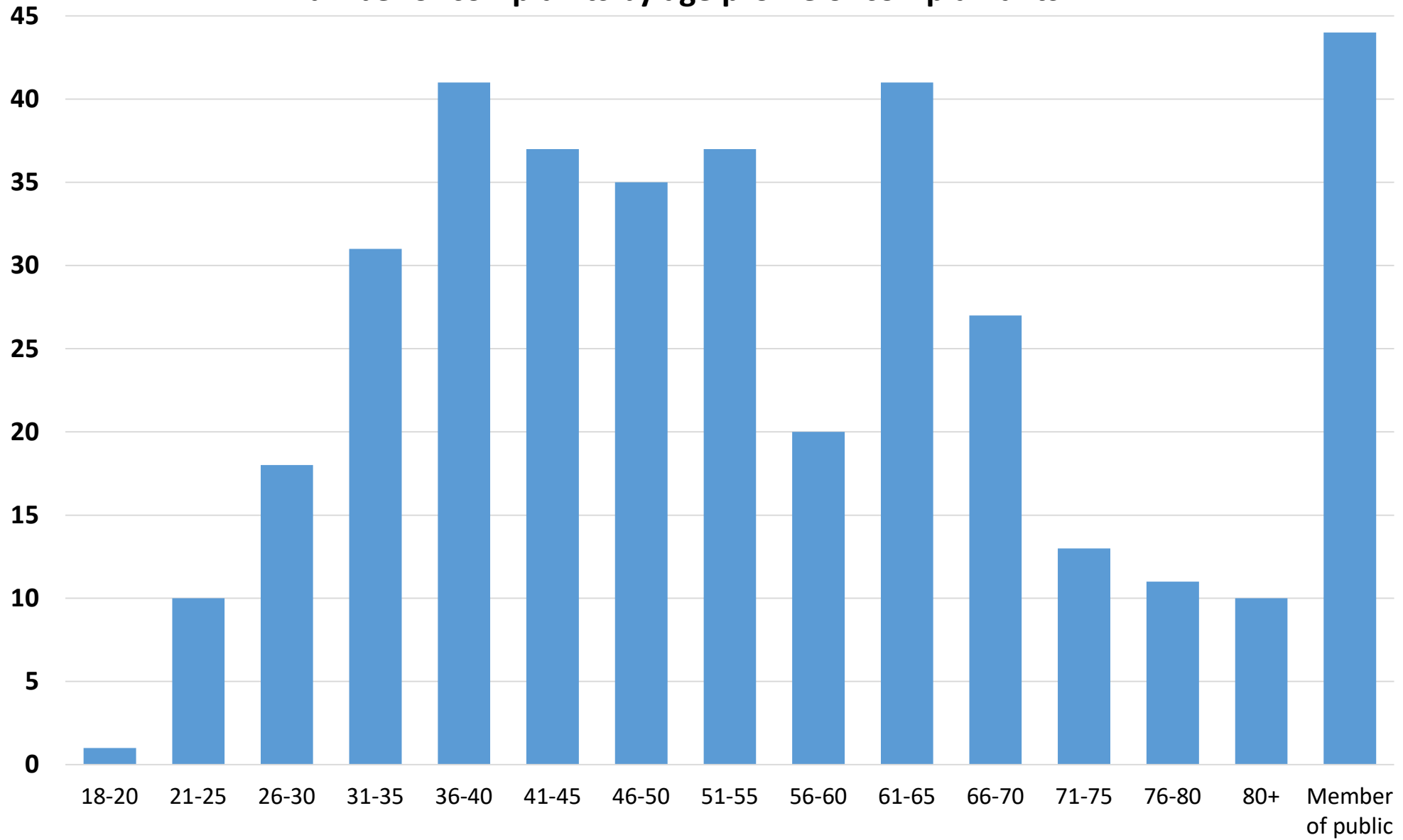
Performance Information : Week 12 2025/26 ending						29-Jun-25			
	Current Tenant Arrears %	Void rent loss % Year to date	Average Relet Time (calendar days) Year to date	Number of Households in hotels at period end (no target)	Total no. of complaints per 1,000 properties after 12 weeks	Tenancy Turnover % (new 25/26)	Tenancies sustained post support %	% Repairs - First Visit Complete	% Properties with a valid gas certificate
2025/26 Performance as at Week 12	2.94%	1.19%	28.9	62	15.7	1.27%	99.49%	96.55%	99.73%
Indicator value in 2025/26 at week 12	£2,742,978	£260,058	257 lettings 252 terminations		313 complaints	252 terminations creating a void	2 out of 395	7191 out of 7448 repairs	50 properties
Indicator compared to previous week	Better than last week	Better than last week	Worse than last week	Better than last week	Same as last week	Same as last week	Worse than last week	Better than last week	Better than last week
Change in week	-0.09%	-0.01%	+0.6	-7	+0.0	0.00%	-0.24%	0.14%	0.01%
2025/26 profiled Target as at Week 12	3.05%	0.80%	24.0	no target 25/26	11.5	1.27%	97.25%	94.00%	100.00%
2024/25 Performance as at Week 12	2.95%	0.82%	24.1	103	17.2	n/a	98.42%	94.11%	99.76%
Indicator value in 2024/25 at week 12	£2,727,408	£142,283	230 lettings 267 terminations		342 complaints	n/a	4 out of 253	7010 out of 7389 repairs	45 properties
2024/25 profiled Target as at Week 12	2.85%	0.70%	20.0	no target 24/25	11.5	n/a	97.25%	94.00%	100.00%
Key : Meeting / better than target Close to / within tolerances of target Not meeting / worse than target									



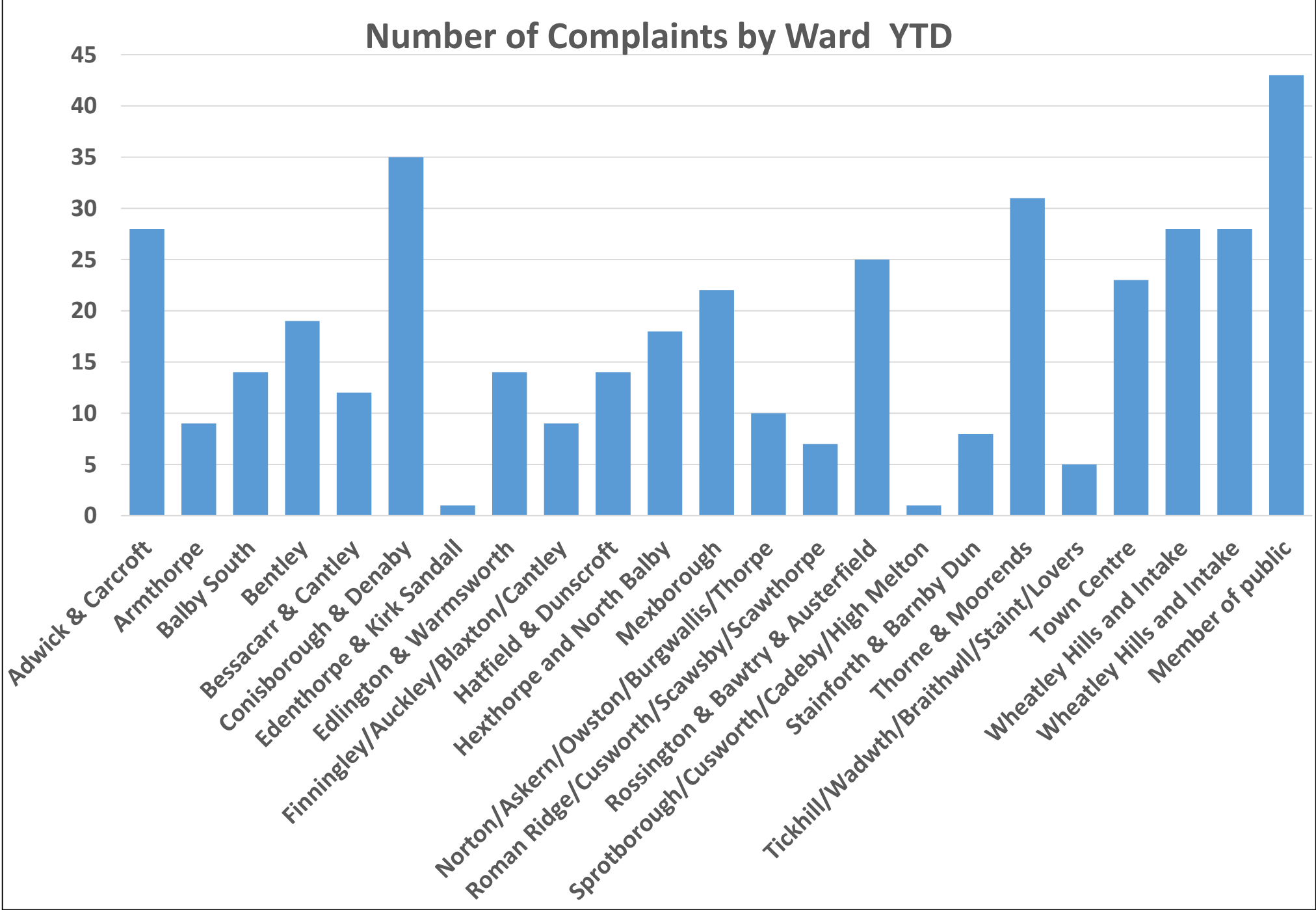
Number of households in hotels at end of week



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



Lettable voids at end of the week

