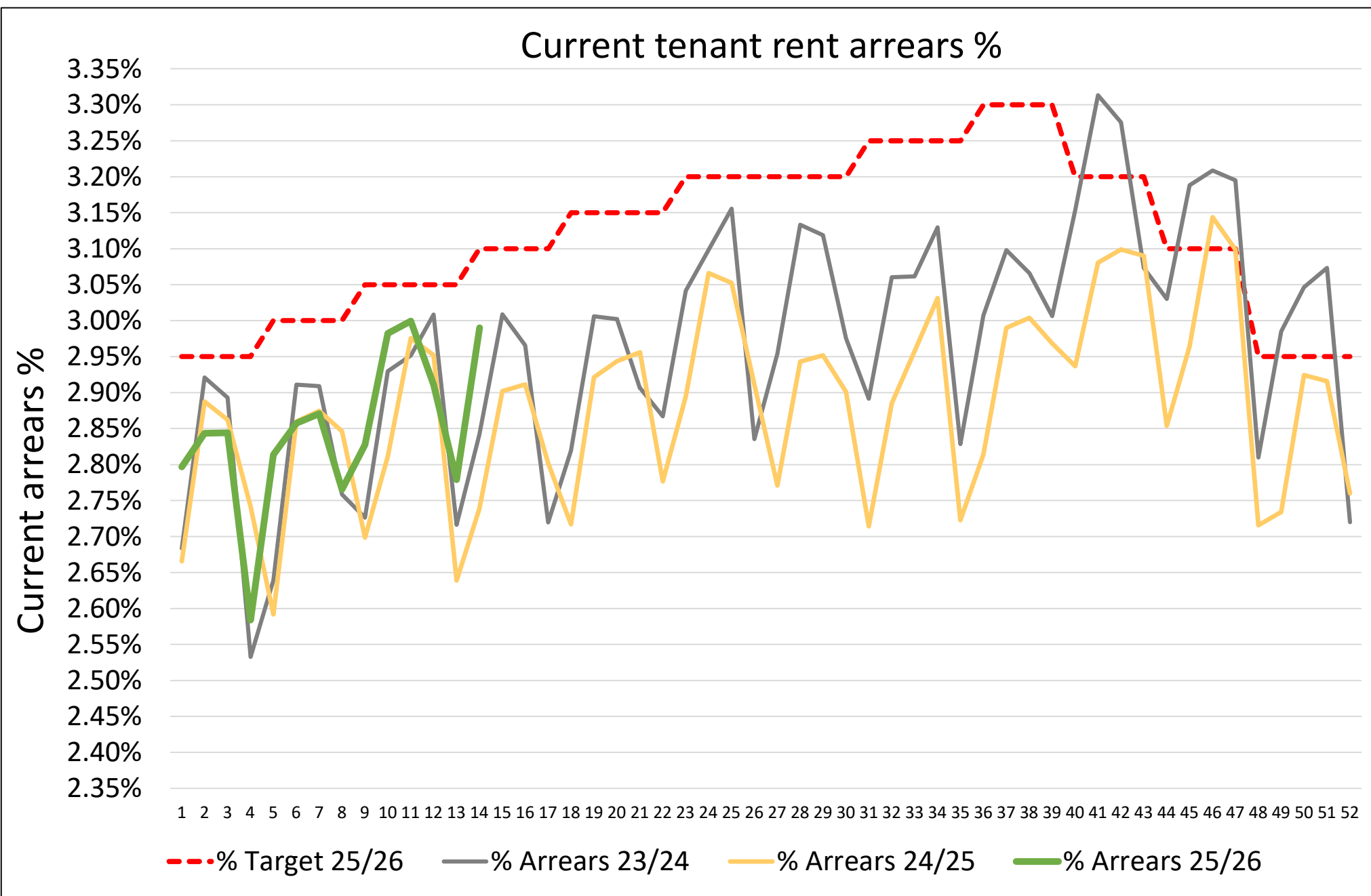
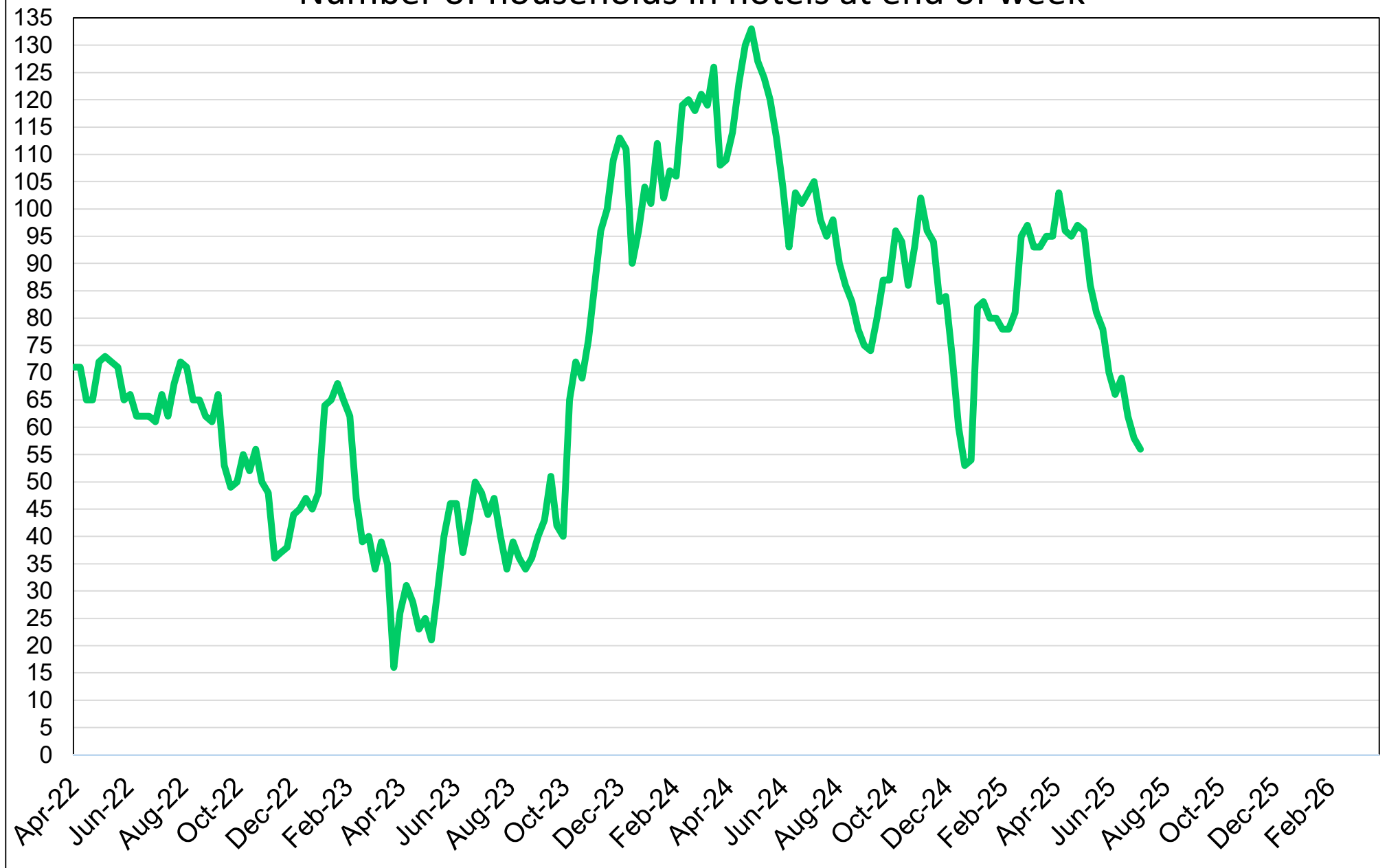
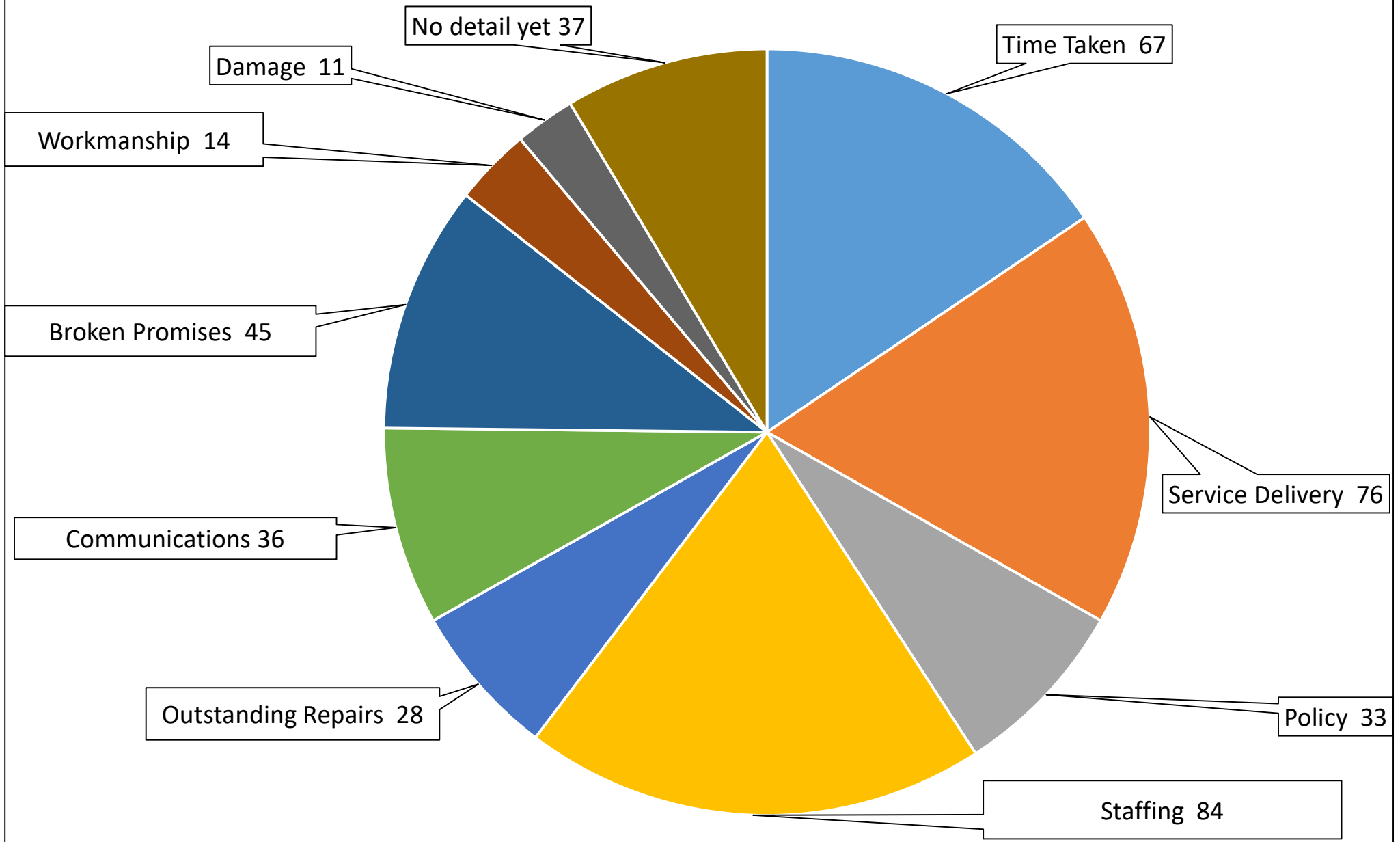


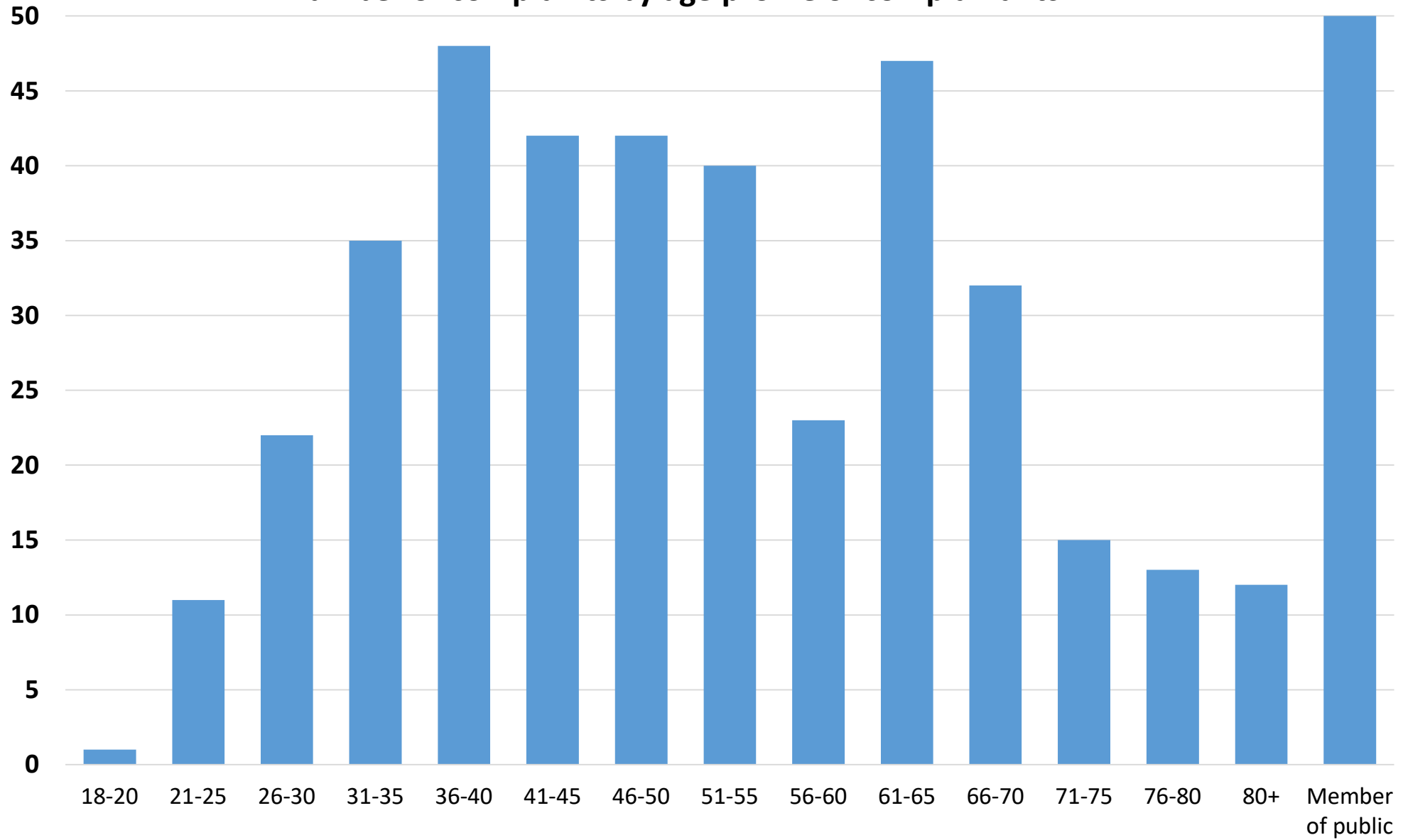
Performance Information : Week 14 2025/26 ending						13-Jul-25			
	Current Tenant Arrears %	Void rent loss % Year to date	Average Relet Time (calendar days) Year to date	Number of Households in hotels at period end (no target)	Total no. of complaints per 1,000 properties after 14 weeks	Tenancy Turnover % (new 25/26)	Tenancies sustained post support %	% Repairs - First Visit Complete	% Properties with a valid gas certificate
2025/26 Performance as at Week 14	2.99%	1.17%	28.4	56	21.4	1.48%	99.33%	96.70%	99.78%
Indicator value in 2025/26 at week 14	£2,789,381	£296,963	288 lettings 294 terminations		426 complaints	294 terminations creating a void	3 out of 451	8373 out of 8659 repairs	41 properties
Indicator compared to previous week	Worse than last week	Better than last week	Worse than last week	Better than last week	Worse than last week	Worse than last week	Worse than last week	Better than last week	Better than last week
Change in week	0.21%	-0.01%	+0.4	-2	+1.5	0.04%	-0.17%	0.06%	0.04%
2025/26 profiled Target as at Week 14	3.10%	0.80%	24.0	no target 25/26	13.5	1.48%	97.25%	94.00%	100.00%
2024/25 Performance as at Week 14	2.74%	0.83%	25.3	103	19.8	n/a	98.51%	94.10%	99.74%
Indicator value in 2024/25 at week 14	£2,530,346	£164,567	272 lettings 309 terminations		394 complaints	n/a	4 out of 269	8035 out of 8454 repairs	49 properties
2024/25 profiled Target as at Week 14	2.90%	0.70%	20.0	no target 24/25	13.5	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

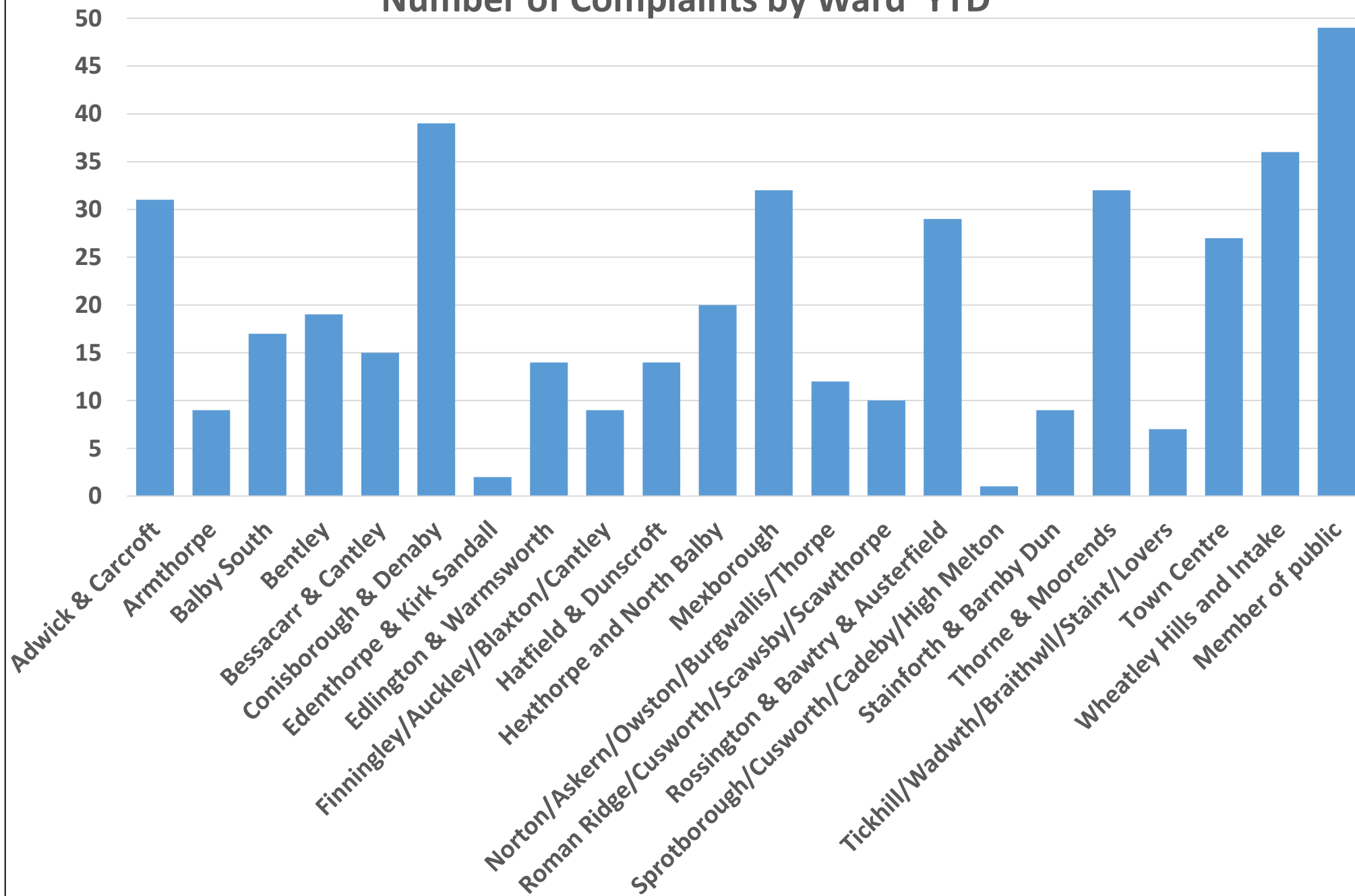


**Complaint numbers by type YTD 2025/26**

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

■ Number of complaints by age profile of complainants YTD

## Number of Complaints by Ward YTD



Lettable voids at end of the week

