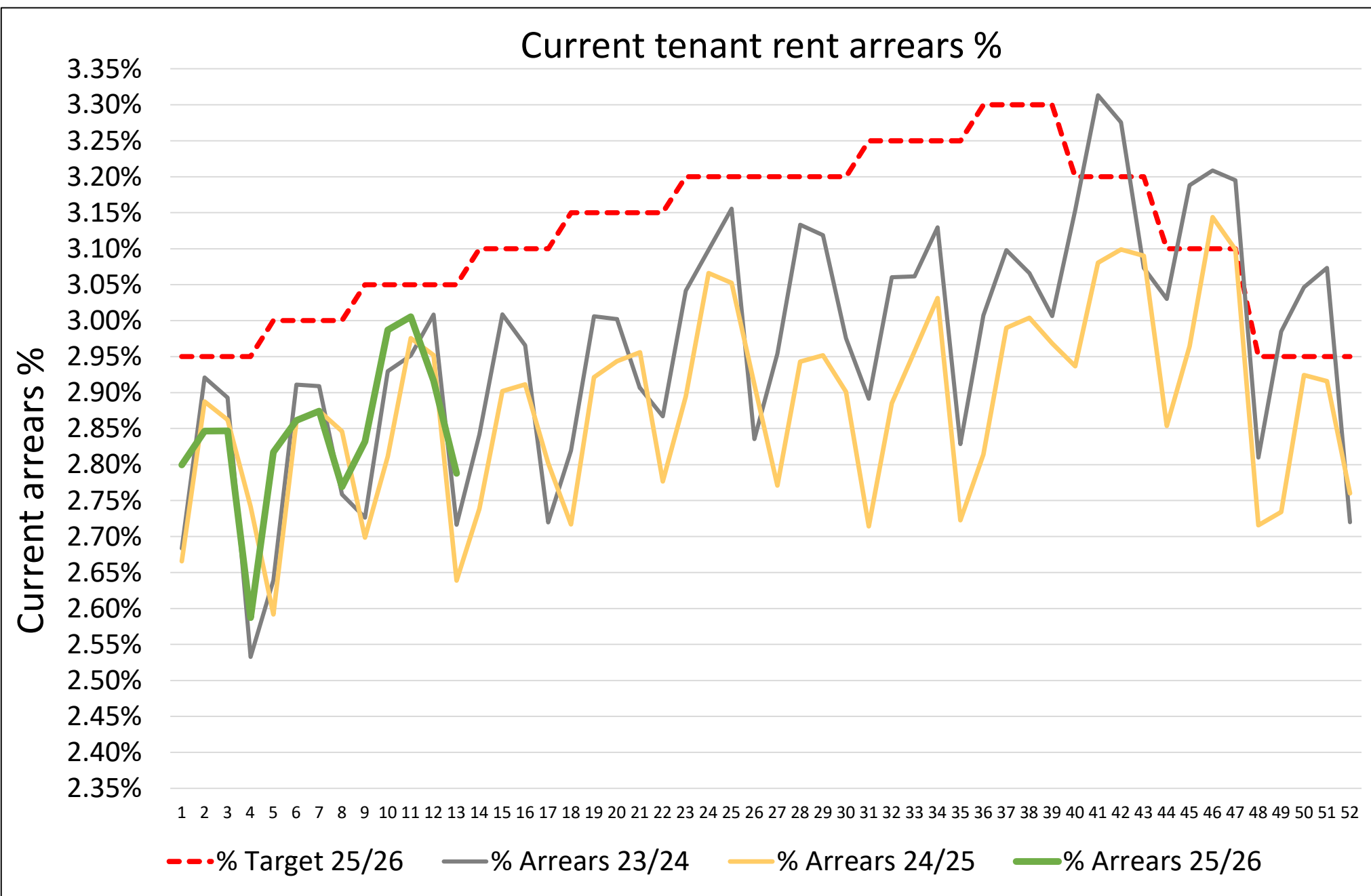
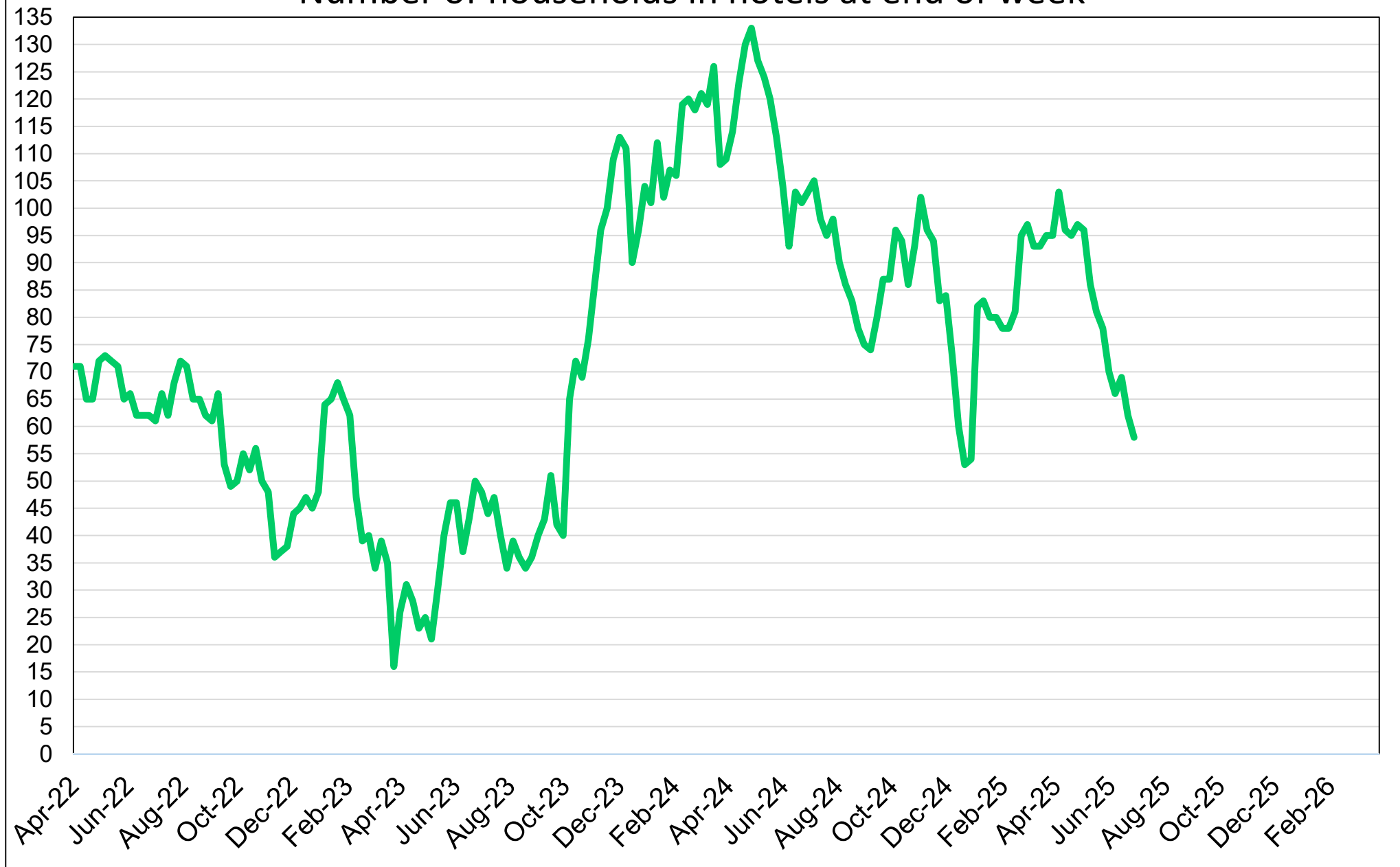


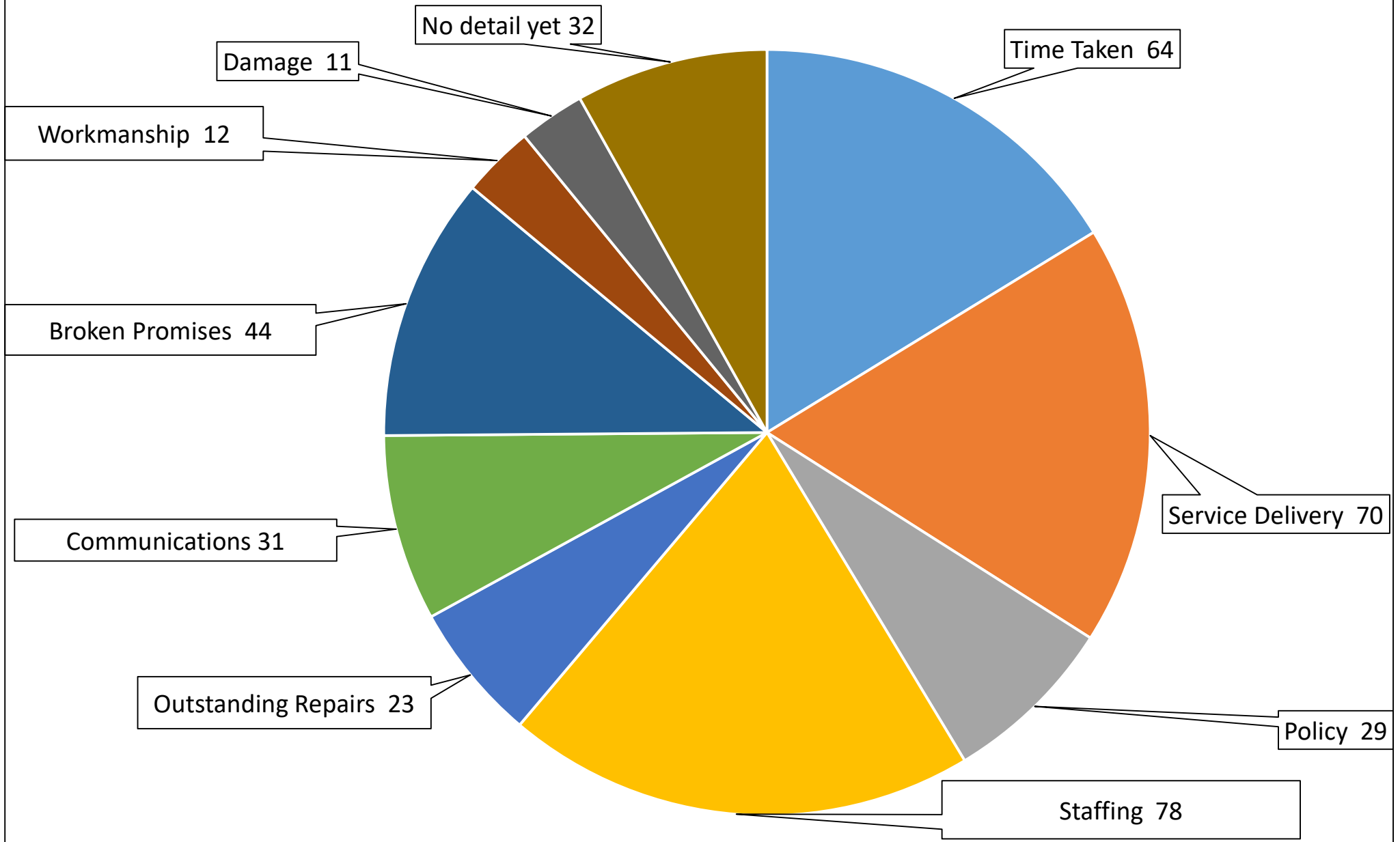
Performance Information : Week 13 2025/26 ending						06-Jul-25			
	Current Tenant Arrears %	Void rent loss % Year to date	Average Relet Time (calendar days) Year to date	Number of Households in hotels at period end (no target)	Total no. of complaints per 1,000 properties after 13 weeks	Tenancy Turnover % (new 25/26)	Tenancies sustained post support %	% Repairs - First Visit Complete	% Properties with a valid gas certificate
2025/26 Performance as at Week 13	2.79%	1.18%	27.8	58	19.9	1.36%	99.51%	96.63%	99.78%
Indicator value in 2025/26 at week 13	£2,600,476	£278,370	277 lettings 268 terminations		396 complaints	270 terminations creating a void	2 out of 405	7811 out of 8083 repairs	41 properties
Indicator compared to previous week	Better 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	Better than last week	Better than last week
Change in week	-0.13%	-0.02%	-0.19	-4	+1.5	0.00%	0.01%	0.08%	0.04%
2025/26 profiled Target as at Week 13	3.05%	0.80%	24.0	no target 25/26	12.5	1.38%	97.25%	94.00%	100.00%
2024/25 Performance as at Week 13	2.64%	0.82%	24.8	101	18.4	n/a	98.42%	94.19%	99.74%
Indicator value in 2024/25 at week 13	£2,438,173	£153,281	250 lettings 282 terminations		367 complaints	n/a	4 out of 253	7441 out of 7844 repairs	49 properties
2024/25 profiled Target as at Week 13	2.85%	0.70%	20.0	no target 24/25	12.5	n/a	97.25%	94.00%	100.00%
Key : Meeting / better than target Close to / within tolerances of target Not meeting / worse than target									

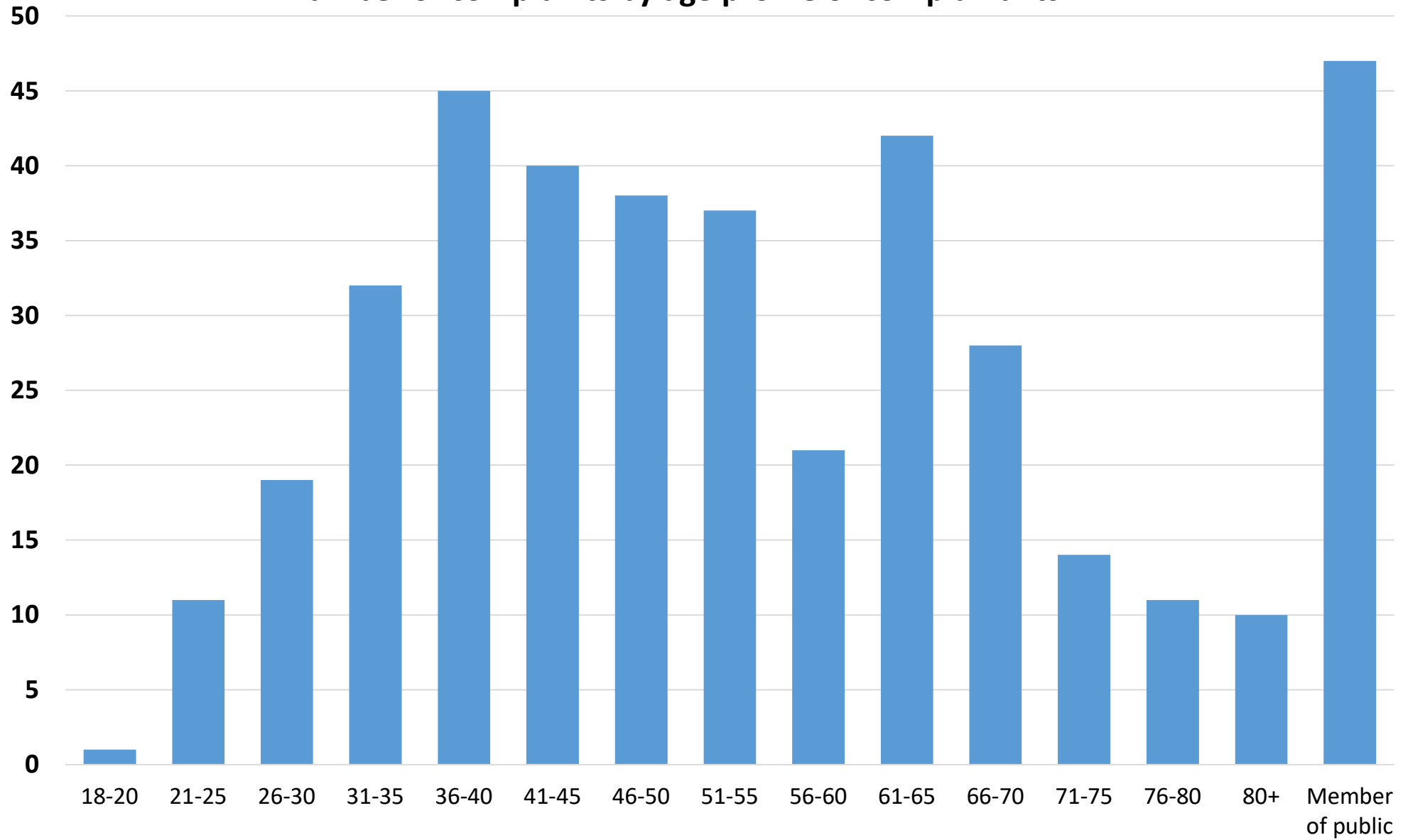


## Number of households in hotels at end of week



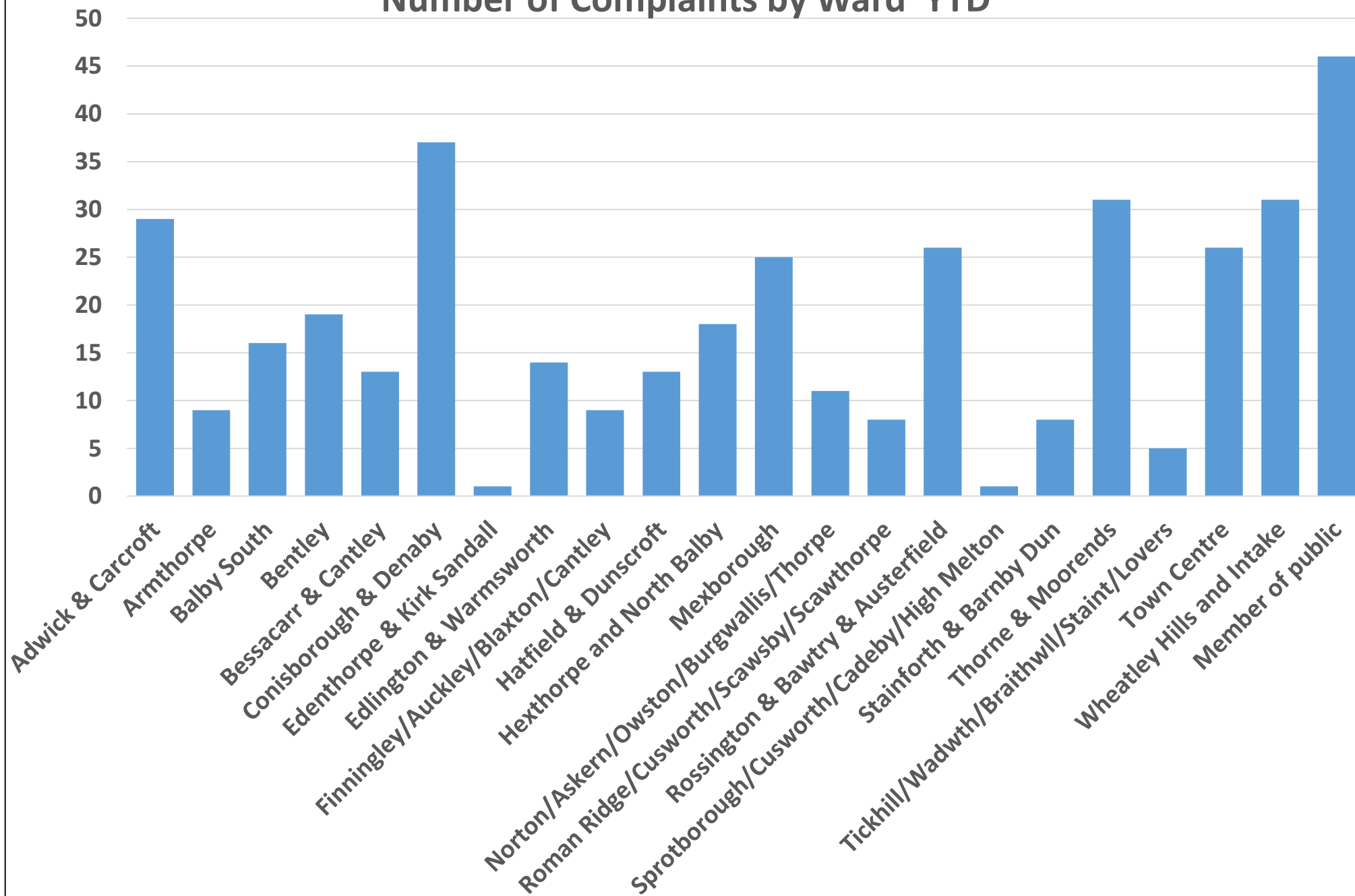
### Complaint numbers by type YTD 2025/26



**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

