

# 2024/25 Performance Information - Q1 | Apr - Jun



LANCASTER  
CITY COUNCIL  
Promoting City, Coast & Countryside

## RENT



**£133,925**  
Current Tenant Arrears



**0.8%** decrease since  
Q1 2023/24



**£1090**  
more rent collected  
since Q1 2023/24

The more rent owed that we are able to collect, the more we can fund works in our communities. Also reducing rent arrears means tenants are financially secure in their homes

## REPAIRS



Repairs responded to  
within target time  
**94%**



Gas servicing remains at  
**100%**



**92%**  
of appointments made were  
successfully kept



**85%**  
of repairs were completed on the  
first visit.

## ASB



**80**  
ASB Cases Opened



**18.5**  
Cases of ASB per 1000 homes.



**21**  
ASB cases were closed in this time  
period



**100%**  
Of cases closed in this period were  
classified as resolved

## EMPTY HOMES



**23.9 day**  
Standard Relet Time



This represents an increase of:  
**4 days**



**£126,941**  
Rent unable to be collected due  
to empty homes



This is an annual rent loss increase of:  
**30.8%**