

2024/25 Performance Information - Q2 | Apr - Sep



LANCASTER
CITY COUNCIL
Promoting City, Coast & Countryside

RENT

£242,250
Current Tenant Arrears



10.4% increase from
Q2 2022/23



£22,943
less rent collected



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
95%



Gas servicing remains at
100%



96.4%
of appointments made were
successfully kept



82.3%
of tenants had their repair
completed on the first visit



ASB

60
ASB Cases Opened in Q2



20
Fewer cases opened than the
previous quarter



19
ASB cases were closed in this time
period



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



EMPTY HOMES

24.5 day
Standard Relet Time



This represents an decline of:
5.9 days



£294,492
Rent unable to be collected due
to empty homes



This is a annual rent loss increase of:
40%

