

2024/25 Performance Information - Q3 | Apr - Dec



LANCASTER
CITY COUNCIL
Promoting City, Coast & Countryside

RENT



£122,267
Current Tenant Arrears



1.8% increase since
Q3 2023/24



£2,200+
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
96%



Gas servicing remains at
100%



500+
Damp and Mould related works
completed in the year to date



91%
of HHSRS inspections completed
within target

ASB



31
ASB Cases Opened in Q3



29
Less cases opened than the
previous quarter



54
Cases were closed in Q3



0
Cases relating to hate crimes

EMPTY HOMES



25.62 day
Standard Relet Time



This represents a decline of:
1.1 days in the last quarter



£432,290
Rent unable to be collected due
to empty homes



This is an annual rent loss increase of:
41%