



2025/26 Performance Information – Q1 | Apr – Jun


RENT



£113,829
Current Tenant Arrears



15% decrease
to arrears since Q1 2024/25




£20,000 +
More rent collect than the
same point last year

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


REPAIRS



Standard repairs completed
within target time
95.7%



Gas servicing remains at
100%




77.1%
Properties with a EPC rating of C or
above




96%
of HHSRS inspections completed within
the target time (14 days)

COMPLAINTS



41
Complaints Received



11.41
Cases per 1,000 properties




Stage 1 Complaints responded to with
target time
89%




Stage 2 Complaints responded to with
target time
100%


EMPTY HOMES




24.72 day
Standard Relet Time



The represents a increase of:
0.8 days since Q1 2024/25



£157,921
Rent unable to be collected due to
empty homes



This is a rent loss percentage of:
3.22%