



# 2025/26 Performance Information – Q2 | Jul – Sep


## RENT



**£217,950**  
Current Tenant Arrears



**10% decrease**  
to arrears since Q2 2024/25




**£24,000 +**  
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  
**94.9%**



Gas servicing remains at  
**100%**




**79%**  
Properties with a EPC rating of C or above




**94%**  
of HHSRS inspections completed within the target time (14 days)


## COMPLAINTS




**66**  
Complaints Received



**18.5**  
Cases per 1,000 properties




Stage 1 Complaints responded to with target time  
**95%**




Stage 2 Complaints responded to with target time  
**60%**

## EMPTY HOMES




**24.14 day**  
Standard Relet Time



The represents a decrease of:  
**0.7 days** since the previous quarter



**£288,803**  
Rent unable to be collected due to empty homes



This is a rent loss percentage of:  
**2.84%**