

Current Tenant Arrears | Target: Less than 1%

2024/25 Q1		0.85%
2024/25 Q2		1.35%
2024/25 Q3		0.69%
2024/25 Q4		0.4%
2025/26 Q1		0.65%
2025/26 Q2		1.19%
2025/26 Q3		-
2025/26 Q4		0.48%
2026/27 Q1		0.63%

Key Take Aways

- Q1 Finished with £99,370,
- Lower position than the previous 2 years.

What this means for tenants

- Most tenants are managing rent well
- Support is offered early if payments are missed
- Reducing arrears actively impacts how much we can spend on our services

Our Performance | Council Housing
2026/27 Q1 Update

Former Tenant Arrears | Target: Less than 2%

2024/25 Q1		1.44%
2024/25 Q2		1.43%
2024/25 Q3		1.53%
2024/25 Q4		1.32%
2025/26 Q1		0.96%
2025/26 Q2		0.92%
2025/26 Q3		-
2025/26 Q4		0.93%
2026/27 Q1		0.92%

Key Take Aways

Q1 figure remains well within target.

What this means for tenants

- Money owed from former tenancies is being recovered
- This helps protect housing budgets

Standard Relet Time | Target: 25 Calendar Days

2024/25 Q1		23.9 Days
2024/25 Q2		25.3 Days
2024/25 Q3		25.6 Days
2024/25 Q4		24.6 Days
2025/26 Q1		24.7 Days
2025/26 Q2		24.3 Days
2025/26 Q3		23.2 Days
2025/26 Q4		26.4 Days
2026/27 Q1		42.3 Days

Key Take Aways

Outside of target - Impact of long term held voids for supported moves linked to the Mainway regerneation project and closure of Bridge House.

What this means for tenants

- Homes are usually ready quickly for new tenants
- Some delays are linked to planned works or temporary moves
- Staffing and Resources remain a challenge in 2026/27

Our Performance | Council Housing
2026/27 Q1 Update

Rent Lost While Empty | Target: Less than 2%

2024/25 Q1		2.65%
2024/25 Q2		2.95%
2024/25 Q3		2.93%
2024/25 Q4		2.88%
2025/26 Q1		3.22%
2025/26 Q2		2.84%
2025/26 Q3	-	-
2025/26 Q4		3.3%
2026/27 Q1		3.98%

Key Take Aways

KPI impacted by regeneration priorities and increasing standard relet times.

What this means for tenants

- Some income is lost while homes are empty
- This is mainly due to redevelopment and rehousing projects however the challenges faced in the relet process caused by resources and staffing issues are apparent.

Emergency Repairs Completed on Time | Target: 99%

2024/25 Q1		99.7%
2024/25 Q2		99.2%
2024/25 Q3		99.3%
2024/25 Q4		99.3%
2025/26 Q1		99.3%
2025/26 Q2		99.4%
2025/26 Q3		99.5%
2025/26 Q4		99.5%
2026/26 Q1		99.1%

Key Take Aways

- Consistently strong performance

What this means for tenants

- Emergency issues are dealt with quickly
- Safety-critical repairs are prioritised

Our Performance | Council Housing
2026/27 Q1 Update

Urgent Repairs Completed on Time | Target: 90%

2024/25 Q1		83%
2024/25 Q2		86%
2024/25 Q3		91%
2024/25 Q4		87%
2025/26 Q1		86%
2025/26 Q2		84%
2025/26 Q3		80.9%
2025/26 Q4		79%
2026/27 Q1		79.5%

Key Take Aways

- Current difficulties in achieving target due to competing pressures, we are working with local contractors to seek to increase capacity.

What this means for tenants

- Some urgent repairs take longer than expected
- This is a priority area for improvement

Standard Repairs Completed on Time | Target: 90%

2024/25 Q1		97%
2024/25 Q2		94%
2024/25 Q3		98%
2024/25 Q4		94%
2025/26 Q1		96%
2025/26 Q2		95%
2025/26 Q3		96.2%
2025/26 Q4		94%
2026/27 Q1		97.5%

Key Take Aways

- Strong and reliable performance

What this means for tenants

- Most routine repairs are completed on time

Our Performance | Council Housing
2026/27 Q1 Update

Anti-Social Behaviour Cases per 1000 units | Target: <50

2024/25 Q1		18.5
2024/25 Q2		16.6
2024/25 Q3		16.8
2024/25 Q4		16.7
2025/26 Q1		10
2025/26 Q2		16.7
2025/26 Q3		20.0
2025/26 Q4		27.8
2026/27 Q1		6.18

Key Take Aways

- Well below target
- Recent decrease is due to the continued approach in classifying what cases consititue ASB; and what reports are excluded/dealt with as a general enquiry.

What this means for tenants

- Neighbourhood issues are managed effectively
- Action is taken where behaviour affects others

Tenancy Visits – First Post Allocation Visit Completed within Target (8 Weeks) | Target: 80% on time

2024/25 Q1		39%
2024/25 Q2		53%
2024/25 Q3		65%
2024/25 Q4		60%
2025/26 Q1		67%
2025/26 Q2		66%
2025/26 Q3		66%
2025/26 Q4		66%
2026/27 Q1		64%

Key Take Aways

- Below target
- Gradual improvement despite challenges with available staff resource due to competing priorities

What this means for tenants

- Not all visits happen when planned
- Early issues identified by tenants are not picked up as quickly
- Work is underway to improve follow-up

Our Performance | Council Housing
2026/27 Q1 Update

Tenancy Visits – 6 Month Post Start | Target: 80% on time

2024/25 Q1		31%
2024/25 Q2		57%
2024/25 Q3		56%
2024/25 Q4		45%
2025/26 Q1		76%
2025/26 Q2		68%
2025/26 Q3		64%
2025/26 Q4		66%
2026/27 Q1		80%

Key Take Aways

- Meets target
- Continued improvement in this area

What this means for tenants

- Follow-up is improving and we are carrying out these visits/audits after further attempts
- Further work is needed to reach target