

2022/23 Performance Information - Q2 | Apr - Sep



RENT

£219,390
Current Tenant Arrears



4.5% increase since
Q2 2021/22



£8,930
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
5400+



Gas servicing remains at
100%



96%
of appointments made were
successfully kept



88%
of tenants were satisfied with the
repair service they received



ASB

66
ASB Cases Opened



29
Less cases opened than the
previous year



197
ASB cases were closed in this time
period



93%
Of cases closed in this period were
classified as resolved



EMPTY HOMES

27.2 day
Standard Relet Time



This represents an improvement of:
26.4 days



£155,264
Rent unable to be collected due
to empty homes



This is an annual rent loss reduction of:
26%

