## 2022/23 Performance Information - Q2 | Apr - Sep





LZL

REPAIRS

ACR



£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 are tenants are financially secure in their homes



Repairs responded to 5400+



Gas servicing remains at 100%



96% of appointments made were successfully kept



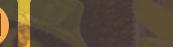
88% of tenants were satisfied with the reapir service they recieved



66
ASB Cases Opened



29
Less cases opened than the previous year



197

ASB cases were closed in this time period

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Of cases closed in this period were classified as resolved

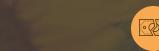
93%



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 a annual rent loss reduction of: 26%