

2022/23 Performance Information - Q3 | Apr - Dec



RENT



£117,232
Current Tenant Arrears



14% decrease since
Q3 2021/22



£19,000+
more 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
7200+



Gas servicing remains at
100%



93%
of appointments made were
successfully kept



80% +
of tenants were satisfied with the
repair service they received

ASB



102
ASB Cases Opened



17
Less cases opened than the
previous year



228
ASB cases were closed in this time
period



94%
Of cases closed in this period were
classified as resolved

EMPTY HOMES



28.1 day
Standard Relet Time



This represents an improvement of:
30.1 days



£232,269
Rent unable to be collected due
to empty homes



This is an annual rent loss reduction of:
6.2%