## 2023/24 Performance Information - Q1 | April - June





LZI

REPAIRS

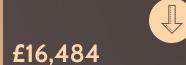
1SB

**EMPTY HOMES** 

£135,015
Current Tenant Arrears



13.9% Increase since Q1 2022/23



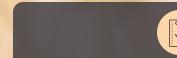
Less rent collected

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 within target time 93%



Gas servicing remains at 100%



97% of appointments made were successfully kept



of repairs were completed on the first visit.

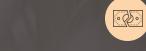
90%

93%

41
ASB Cases Opened



31%
Noise nuisance was the most common new ASB cases category

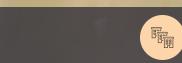


ASB cases were closed in this time period

49



Of cases closed in this period were classified as resolved



19.5 day Standard Relet Time



This represents an improvement of: 6 days



£97,000 Rent unable to be collected due to empty homes



This is a annual rent loss increase of: 37%