

2023/24 Performance Information - Q1 | April - June



RENT



£135,015
Current Tenant Arrears



13.9% Increase since
Q1 2022/23



£16,484
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
within target time
93%



Gas servicing remains at
100%



97%
of appointments made were
successfully kept



90%
of repairs were completed on the
first visit.

ASB



41
ASB Cases Opened



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



49
ASB cases were closed in this time
period



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

EMPTY HOMES



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 an annual rent loss increase of:
37%