

# 2023/24 Performance Information - Q3 | Apr - Dec



## RENT



**£117,232**  
Current Tenant Arrears



**2.4%** increase since  
Q3 2022/23



**£3,000+**  
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  
**94%**



Gas servicing remains at  
**100%**



**94.7%**  
of appointments made were  
successfully kept



**90%**  
of tenants had their repair  
completed on the first visit

## ASB



**118**  
ASB Cases Opened



**16**  
More cases opened than the  
previous year



**305**  
ASB cases were closed in this time  
period



**91%**  
Of cases closed in this period were  
classified as resolved

## EMPTY HOMES



**18.48 day**  
Standard Relet Time



This represents an improvement of:  
**9.5 days**



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



This is an annual rent loss increase of:  
**31%**