

2023/24 Performance Information - Q4 | Apr - Mar



RENT



£76,303
Current Tenant Arrears



15% decrease since
Q4 2022/23



£13,200+
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%



96.6%
of appointments made were
successfully kept



85%
of tenants had their repair
completed on the first visit

ASB



167
ASB Cases Opened



22
Cases of ASB per 1000 homes.



348
ASB cases were closed in this time
period



87.8%
Of cases closed in this period were
classified as resolved

EMPTY HOMES



19.9 day
Standard Relet Time



This represents an improvement of:
8 days



£418,781
Rent unable to be collected due
to empty homes



This is an annual rent loss of
2.34%