



# 2024/25 Performance Information – Q4 | Apr – Mar


## RENT



**£68,368**  
Current Tenant Arrears



**10% decrease**  
Since Q4 2023/24




**£8,000 +**  
More rent collect than last year

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



Standard repairs completed within target time  
**94%**



Gas servicing remains at  
**100%**




**660+**  
Damp and Mould related works completed in the year to date




**91%**  
of HHSRS inspections completed within the target time (14 days)

## COMPLAINTS



**100**  
Complaints Received



**26.7**  
Cases per 1,000 properties




Stage 1 Complaints responded to with target time  
**84%**




Stage 2 Complaints responded to with target time  
**86%**

## EMPTY HOMES




**24.6 day**  
Standard Relet Time



The represents a increase of:  
**4.7 days** since Q4 2023/24



**£564,085**  
Rent unable to be collected due to empty homes



This is an annual rent loss of:  
**2.9%**