








Our Performance | Council Housing

2025/26 Q4 Update

Current Tenant Arrears | Target: Less than 1%

2024/25 Q1		0.85%
2024/25 Q2		1.35%
2024/25 Q3		0.69%
2024/25 Q4		0.4%
2025/26 Q1		0.65%
2025/26 Q2		1.19%
2025/26 Q3	-	-
2025/26 Q4		0.48%








Key Take Aways

Q4 Finished with £80,440

What this means for tenants

- Most tenants are managing rent well
- Support is offered early if payments are missed
- Reducing arrears actively impacts how much we can spend on our services

Former Tenant Arrears | Target: Less than 2%

2024/25 Q1		1.44%
2024/25 Q2		1.43%
2024/25 Q3		1.53%
2024/25 Q4		1.32%
2025/26 Q1		0.96%
2025/26 Q2		0.92%
2025/26 Q3	-	-
2025/26 Q4		0.93%

Key Take Aways

Q4 figures well within target.

What this means for tenants

- Money owed from former tenancies is being recovered
- This helps protect housing budgets

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Standard Relet Time | Target: 25 Calendar Days

2024/25 Q1	●	23.9 Days
2024/25 Q2	●	25.3 Days
2024/25 Q3	●	25.6 Days
2024/25 Q4	●	24.6 Days
2025/26 Q1	●	24.7 Days
2025/26 Q2	●	24.3 Days
2025/26 Q3	●	23.2 Days
2025/26	●	26.4 Days

Key Take Aways

Outside of target - Impact of long term held voids for supported moves linked to the Mainway regeneration project and closure of Bridge House.

What this means for tenants

- Homes are usually ready quickly for new tenants
- Some delays are linked to planned works or temporary moves

Rent Lost While Empty | Target: Less than 2%

2024/25 Q1	●	2.65%
2024/25 Q2	●	2.95%
2024/25 Q3	●	2.93%
2024/25 Q4	●	2.88%
2025/26 Q1	●	3.22%
2025/26 Q2	●	2.84%
2025/26 Q3	-	-
2025/26 Q4	●	3.3%

Key Take Aways

KPI impacted by regeneration priorities

What this means for tenants

- Some income is lost while homes are empty
- This is mainly due to redevelopment and rehousing projects

Emergency Repairs Completed on Time | Target: 99%

2024/25 Q1	●	99.7%
2024/25 Q2	●	99.2%
2024/25 Q3	●	99.3%
2024/25 Q4	●	99.3%
2025/26 Q1	●	99.3%
2025/26 Q2	●	99.4%
2025/26 Q3	●	99.5%
2025/26 Q4	●	99.5%

Key Take Aways

- Consistently strong performance

What this means for tenants

- Emergency issues are dealt with quickly
- Safety-critical repairs are prioritised

Our Performance | Council Housing 2025/26 Q4 Update

Urgent Repairs Completed on Time | Target: 90%

2024/25 Q1	●	83%
2024/25 Q2	●	86%
2024/25 Q3	●	91%
2024/25 Q4	●	87%
2025/26 Q1	●	86%
2025/26 Q2	●	84%
2025/26 Q3	●	80.9%
2025/26 Q4	●	79%

Key Take Aways

⚠ Current difficulties in achieving target due to competing pressures, we are working with local contractors to seek to increase capacity.

What this means for tenants

- Some urgent repairs take longer than expected
- This is a priority area for improvement

Our Performance | Council Housing 2025/26 Q4 Update

Standard Repairs Completed on Time | Target: 90%

2024/25 Q1	●	97%
2024/25 Q2	●	94%
2024/25 Q3	●	98%
2024/25 Q4	●	94%
2025/26 Q1	●	96%
2025/26 Q2	●	95%
2025/26 Q3	●	96.2%
2025/26 Q4	●	94%

Key Take Aways

- Strong and reliable performance

What this means for tenants

- Most routine repairs are completed on time

Anti-Social Behaviour Cases per 1000 units | Target: <50

2024/25 Q1	●	18.5
2024/25 Q2	●	16.6
2024/25 Q3	●	16.8
2024/25 Q4	●	16.7
2025/26 Q1	●	10
2025/26 Q2	●	16.7
2025/26 Q3	●	20.0
2025/26 Q4	●	27.8

Key Take Aways

- Well below target
- Recent decrease is due to a change in what cases are opened as an ASB case, and what reports are excluded/dealt with as a general enquiry. We are being supported by national ASB specialists RESOLVE

What this means for tenants

- Neighbourhood issues are managed effectively
- Action is taken where behaviour affects others

Our Performance | Council Housing 2025/26 Q4 Update

Tenancy Visits – 6 Week Post Start | Target: 80% on time

2024/25 Q1	●	39%
2024/25 Q2	●	53%
2024/25 Q3	●	65%
2024/25 Q4	●	60%
2025/26 Q1	●	67%
2025/26 Q2	●	66%
2025/26 Q3	●	66%
2025/26 Q4	●	66%

Key Take Aways

- Below target
- ⚠ Gradual improvement

What this means for tenants

- Not all visits happen when planned
- Early issues identified by tenants are not picked up as quickly
- Work is underway to improve follow-up

Tenancy Visits – 6 Month Post Start | Target: 80% on time

2024/25 Q1	●	31%
2024/25 Q2	●	57%
2024/25 Q3	●	56%
2024/25 Q4	●	45%
2025/26 Q1	●	76%
2025/26 Q2	●	68%
2025/26 Q3	●	64%
2025/26 Q4	●	66%

Key Take Aways

- Below target
- ⚠ Gradual improvement

What this means for tenants

- Follow-up is improving and we are carrying out these visits/audits after further attempts
- Further work is needed to reach target