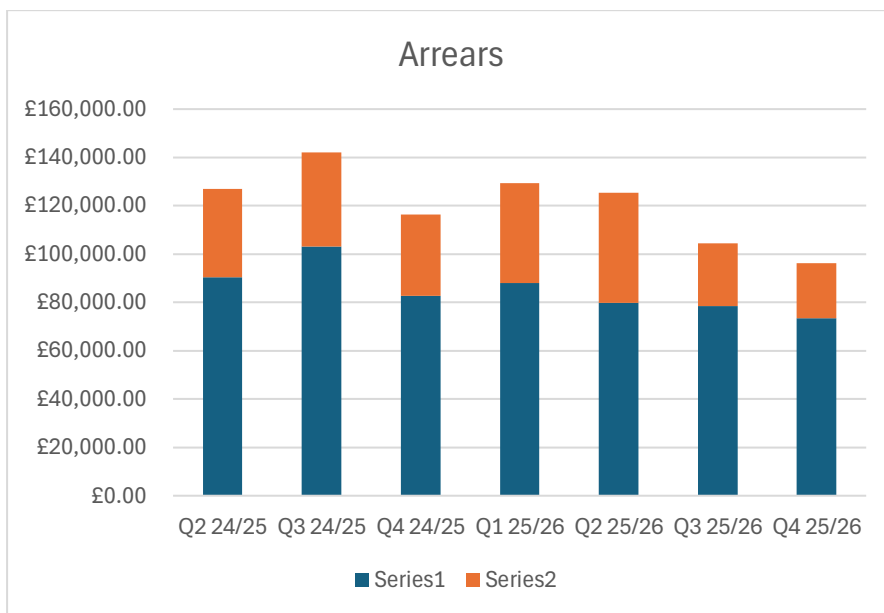


Appendix 1

Rent Arrears as a % of rent due

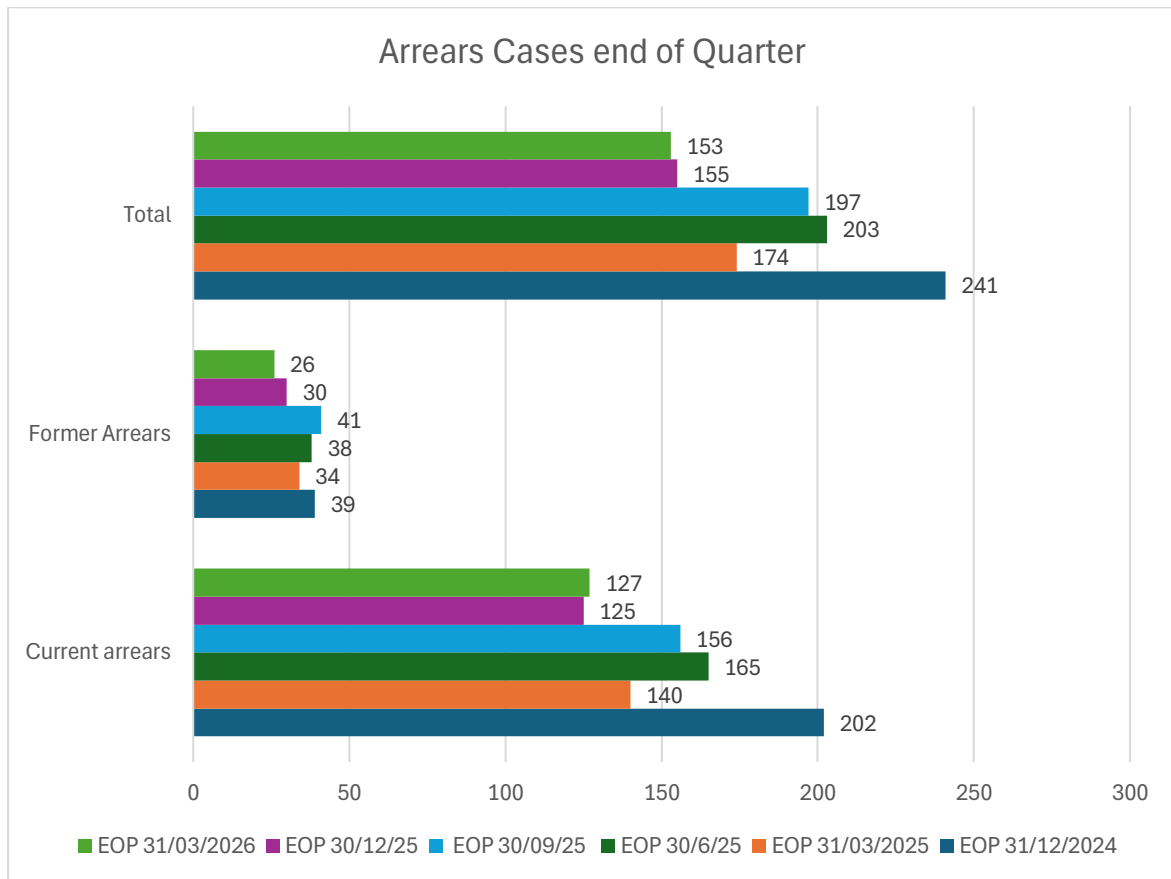
KPI (Target 3.50%)	ARC 2025/26	Q4 2024/2025	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/6
Rent Arrears as % of Rent Due	2.94%	2.97%	3.01%	2.91%	2.90%	2.24%



Series 1 = current arrears

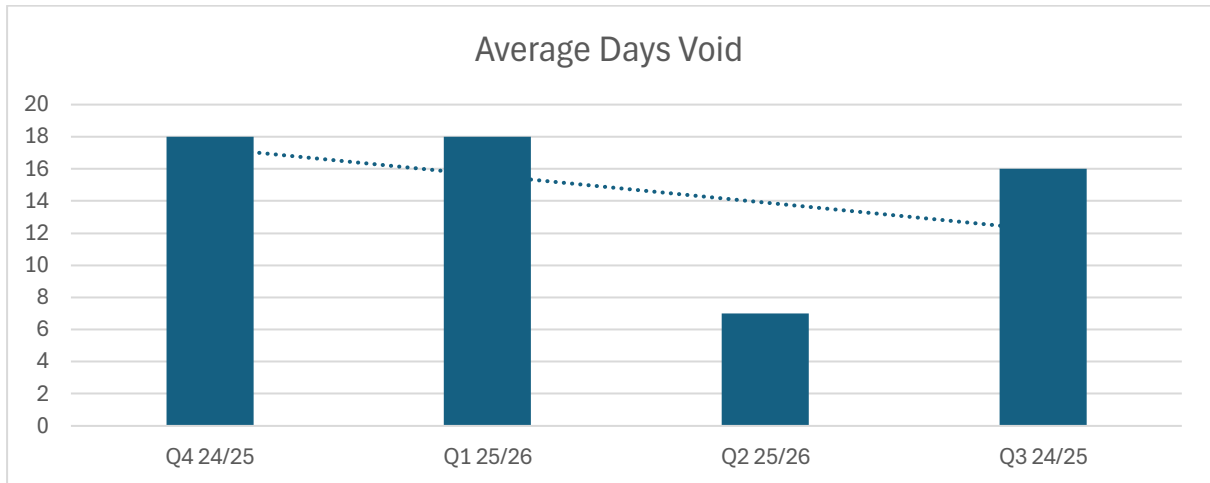
Series 2 = former arrears

Arrears Cases



Average length of time to re-let properties

KPI (Target 14 Days)	ARC 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/6
Avg Relet Time	10.88 Days	18 Days	18 Days	7 Days	16 Days



The average time to relet has increased this quarter due to a higher number of voids with increased let times.

Allocation Refusals and Withdrawals (LHA Rented only)

	Q4
Number of offers during the quarter	31
Number of refusals during the quarter	2

Reasons for refusal (summarised)	
Property type unsuitable	0
Property not modern enough	0
Property in poor condition	0
Financial reasons/cost	1
Personal reasons/other	1
Percentage of refusals	6.45%

The higher number of offers this quarter was due to the allocation of the new build properties at Rankin Crescent.

Percentage of rent due lost through properties being empty

KPI (Target 1%)	Budget	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26
Void Loss	1%	0.44%	0.36%	0.67%	0.07%	0.21%