

Appendix 4 – Income Management Performance Q2 (2025-26)

KPI Ref	Measure	Target	Frequency	Performance	Notes
Housing Management	Proportion of rent collected (the rent collected as a percentage of the rent due)	97.5%	Annual	91%	On target to achieve year end target of 97.%5
Housing Management	% of former tenants with arrears being actively managed	90%	Annual	7.32%	
Housing Management	% of tenants with over 7 weeks rent arrears to be no more than 10% of tenant profile	10%	Annual	11.28%	On target to achieve year end target of 97.%5
OCOM 1	% of current tenants in arrears of £1000+ being actively managed	100%	Annual	100% (80 tenants)	