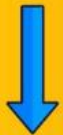


# Supporting our customers

## Housing Teams

gentoo



Arrears **£269k**  
under target



**100.56%**  
rent collection

**£500k**

Tenancy  
Sustainment  
Fund

Void loss  
**100k**  
under target



**105** Ready to Let  
44 less than 22-23



**302** voids  
107 less than 22-23

**£1.9m**  
additional income  
for customers



**£1.7m**  
water discount  
for customers



**802** Crisis Fund referrals  
totalling **£41.8k**

Building on  
**HENNE**  
partnership



FTA collected  
**112.32%**  
of the target



More than **100,000**  
calls answered by  
Housing Teams