

Voids and lettings report - 2025-2026

Here are the highlights of our latest voids and lettings report, which summarises how we've performed from 1 April 2025 to 31 March 2026 when it comes to reletting existing homes and allocating new build homes.



Average number of days it took us to relet homes - from when the old tenant moves out to when the new tenant moves in.

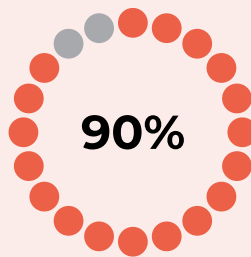


How satisfied you are the quality of your new home.



During the year, we signed an agreement with Liverpool City Council (LCC) which means they can nominate households for 50% of our available homes, including existing properties and new developments.

Where the council has provided the land, they can nominate households for 100% of the homes.



How satisfied you are with the quality of our lettings service.



Waiting times

The average time customers wait for a home, by area. [Click here](#) for a full breakdown by home size and type.



Speke - 6 years

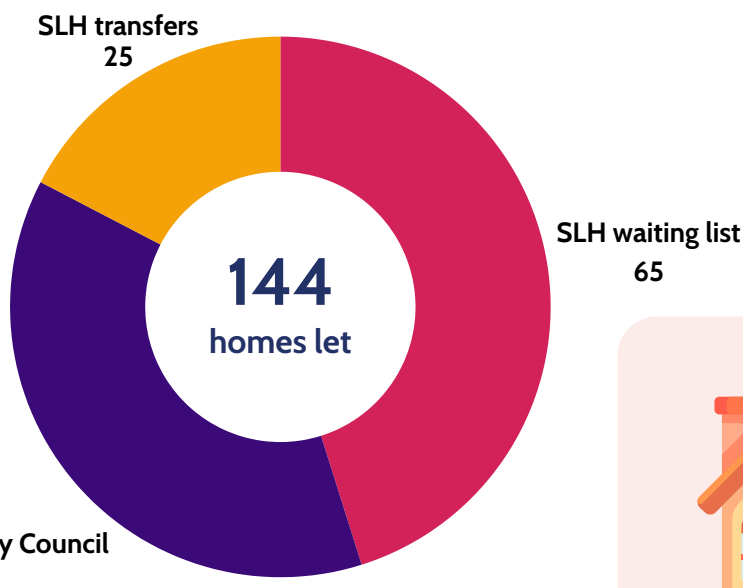


Garston - 7 years, 4 months



Woolton - 2 years, 4 months

Total lettings



Liverpool City Council
54

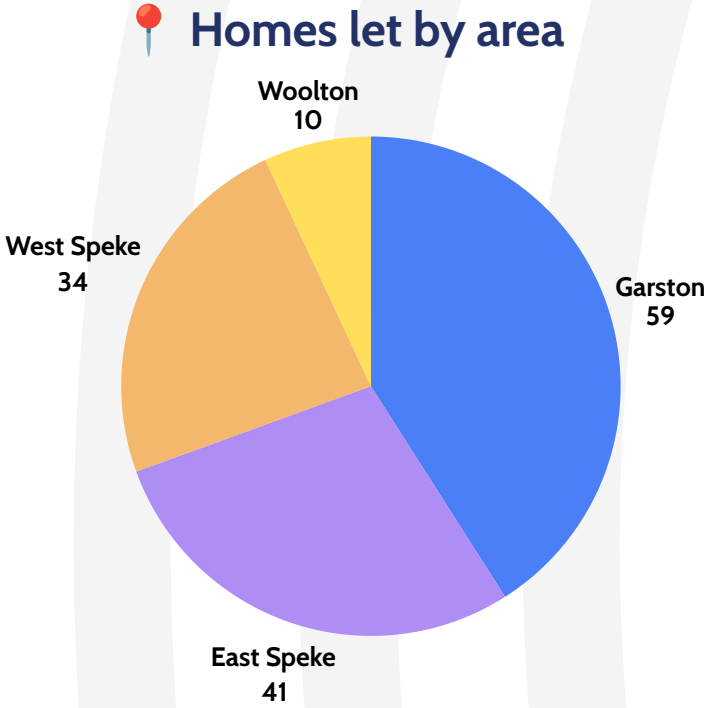
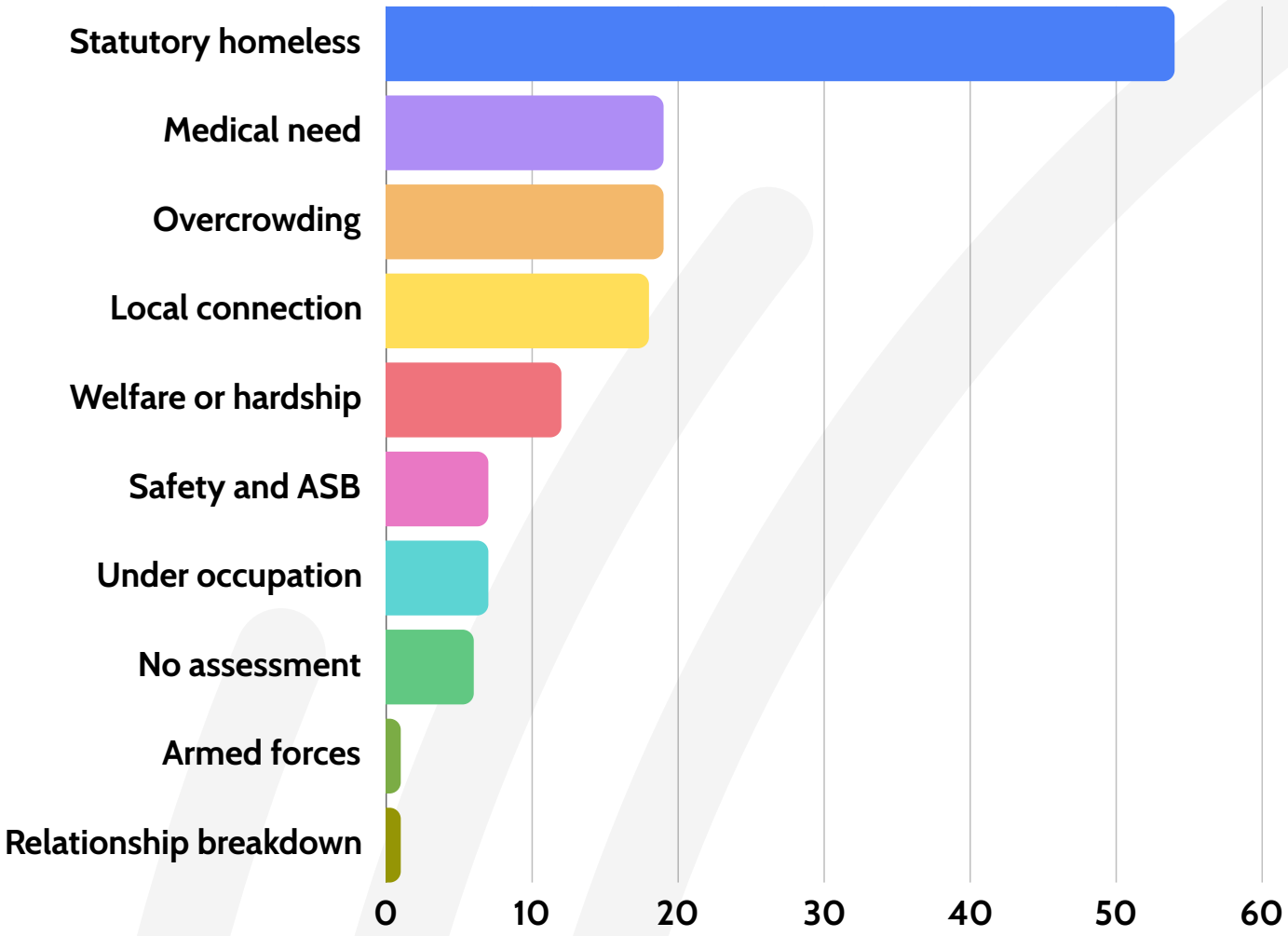


24

New build homes
let to customers in
Garston

Homes let by priority type

When you apply for a home, your priority is assessed based on a number of factors. The chart below shows the priority status of customers who were given homes during 2025-26.



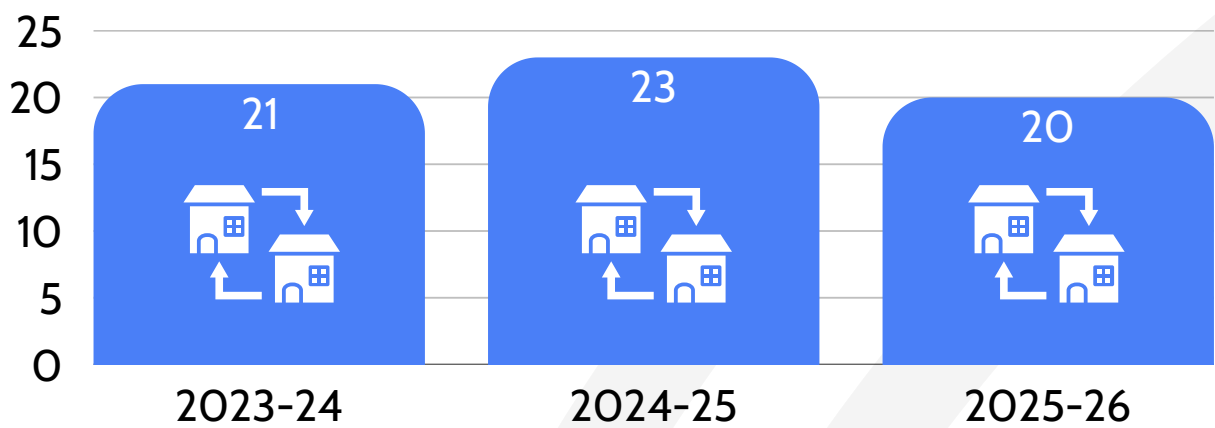
2,348

People on our waiting list
(155 more than 2024-25)



Mutual exchanges

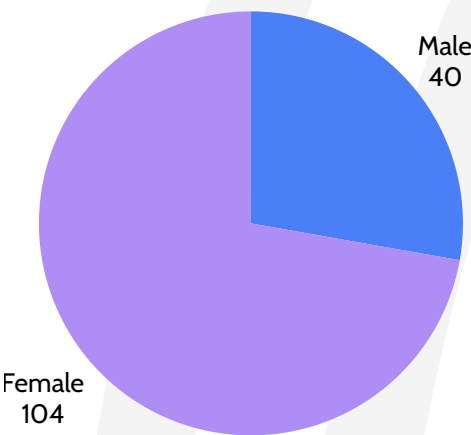
Mutual exchanges help customers move home by swapping properties with another social housing tenant. Last year saw 20 mutual exchanges, three less than 2024-25.



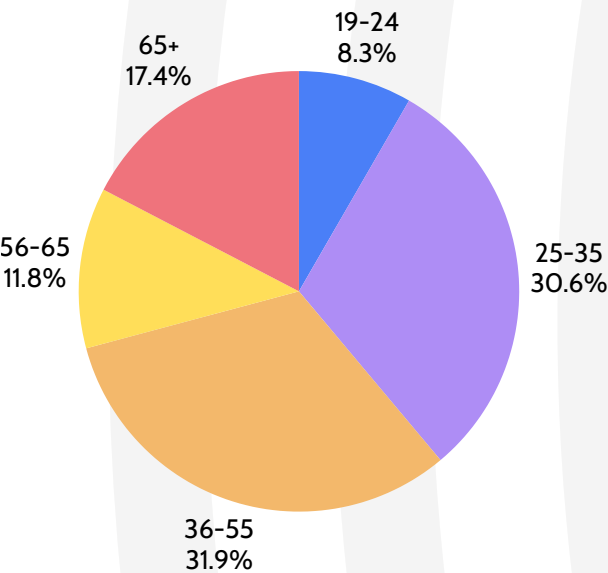
Lettings demographics

We collect EDI data from all our customers. Here are the number of lettings in terms of gender, ethnicity and age group, for 2025-26.

Gender



Age group



Ethnicity

