

KPI	St. Leger Homes Key Performance Indicator Summary 2025/26	Year end 24/25									Target	Tolerance	Target	Tolerance
		Mar-25	Apr-25	May25	Jun-25	Jul-25	Aug25	Sep-25	Oct-25	Nov-25	Nov-25	Nov-25	Year end	Year end
KPI 1	% of current rent arrears against annual rent debit	2.76%	2.66%	2.82%	2.78%	2.83%	2.94%	2.88%	2.96%	2.89%	3.25%	3.58%	2.95%	3.25%
KPI 2	Void rent loss % of rent lost through homes being void (empty)	0.96%	1.30%	1.33%	1.20%	1.17%	1.16%	1.11%	1.11%	1.11%	0.80%	0.88%	0.80%	0.88%
KPI 3	Relet time for <u>STANDARD</u> voids (days). i.e. no MAJOR repairs	27.4	24.8	26.6	27.6	27.1	26.7	25.6	25.2	25.1	25.0	27.5	25.0	27.5
KPI 4	Average number of Nights in Hotel Accommodation	24.0	24.6	23.6	24.9	24.7	23.6	22.9	22.1	21.2	21.0	23.1	21.0	23.1
KPI 5	Percentage of settled accommodation at prevention stage	43%	55%	52%	51%	51%	51%	52%	52%	51%	50%	55%	50%	55%
KPI 6a	Number of Stage 1 complaints per 1,000 homes:	68.0	7.2	13.5	19.9	27.9	34.1	40.2	47.5	54.9	31.0	34.1	47.0	51.7
KPI 6b	Number of Stage 2 complaints received per 1,000 homes:	7.6	0.7	1.3	2.5	3.5	4.2	4.6	5.4	6.5	2.0	2.2	3.0	3.3
KPI 6	Number of: Stage 1 and 2 complaints received per 1,000 homes:	75.6	7.9	14.8	22.4	31.3	38.3	44.8	52.9	61.4	33.0	36.3	50.0	55.0
KPI 7a	% of Stage 1 complaints responded to within Ombudsman timescales.	99.5%	100%	99.3%	97.6%	97.6%	99.3%	99.5%	99.5%	99.6%	95.0%	85.5%	95.0%	85.5%
KPI 7b	% of Stage 2 complaints responded to within Ombudsman timescales.	95.8%	100%	100%	100%	100%	98.5%	97.8%	98.9%	98.2%	95.0%	85.5%	95.0%	85.5%
KPI 7	% of Stages 1 and 2 complaints responded to within timescales.	99.1%	100%	99.4%	97.8%	98.4%	99.3%	99.4%	99.4%	99.4%	95.0%	85.5%	95.0%	85.5%
KPI 8	Tenancy turnover %	n/a	0.4%	0.9%	1.4%	1.9%	2.3%	2.7%	3.2%	3.7%	3.7%	4.0%	5.5%	6.1%
KPI 9	% of repairs completed at first visit	95.3%	96.0%	95.9%	96.5%	96.5%	96.6%	96.6%	96.7%	96.6%	94.0%	84.6%	94.0%	84.6%
KPI 10a	% of emergency responsive repairs completed within target timescale.	82.5%	88.4%	90.5%	92.0%	92.6%	93.1%	93.4%	93.6%	93.5%	95.0%	85.5%	95.0%	85.5%
KPI 10b	% of non-emergency responsive repairs completed within target timescale.	68.7%	67.5%	69.9%	69.8%	68.7%	67.9%	67.7%	67.9%	67.6%	85.0%	76.5%	85.0%	76.5%
KPI 10	% of non-emergency and emergency repairs completed within timescale.	73.1%	74.2%	76.5%	76.6%	75.8%	75.2%	74.9%	74.9%	75.0%	88.0%	79.2%	88.0%	79.2%

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		Mar-25	Apr-25	May25	Jun-25	Jul-25	Aug25	Sep25	Oct25	Nov25	Nov25	Nov25	Year end	Year end
KPI 11	Gas: % of properties with a valid gas servicing certificate	100%	100%	99.23%	99.75%	99.77%	98.56%	99.23%	99.47%	99.58%	100%	99.85%	100%	99.85%
KPI 12	Fire: % homes all risk assessments have been carried out (New)	100%	100%	100%	100%	100%	99.80%	99.80%	99.80%	100%	100%	98.96%	100%	98.96%
KPI 13	Asbestos: % homes surveys or re-inspections completed (New)	100%	96.55%	99.70%	99.22%	98.07%	100%	100%	100%	100%	100%	98.96%	100%	98.96%
KPI 14	Legionella: % homes where all assessments completed (New)	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98.96%	100%	98.96%
KPI 15	Lifts: % homes all communal lifts safety checks completed (New)	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98.63%	100%	98.63%
KPI 16	Electrical - % Domestic properties with valid EICR < 5 years old	96.0%	97.21%	97.78%	98.24%	97.98%	98.06%	98.50%	98.95%	99.02%	100%	99.85%	100%	99.85%
KPI 17	Days lost through sickness per FTE (annualised)	12.2	12.4	12.2	12.1	11.8	11.5	11.1	11.0	10.6	10	11	10	11
KPI 18	Percentage of Local Expenditure % <u>Revenue ONLY</u>	59%	66%	64%	62%	56%	57%	56%	57%	58%	70%	63%	70%	63%
KPI 19	No. of ASB Cases per 1,000 properties	55.1	5.4	10.2	16.5	22.5	27.5	31.7	36.0	39.9	42.7	47.0	60.0	66.0
KPI 19a	No. of ASB Cases that involve hate crimes per 1,000 properties	0.8	0.00	0.00	0.05	0.05	0.40	0.4	0.5	0.6	7.1	7.8	10.0	11.0
KPI 20	Number of residents in training, education or employment	113	Quarter KPI	Quarter KPI	20	Quarter KPI	Quarter KPI	71	Quarter KPI	Quarter KPI	n/a	n/a	100	90
KPI 21	Tenant satisfaction with the overall service from the landlord %	81.0%	Annual KPI								n/a	n/a	81%	73%
KPI 22	Percentage of homes not maintaining decent standard %	5.53%	Quarter KPI	Quarter KPI	7.51%	Quarter KPI	Quarter KPI	11.9%	Quarter KPI	Quarter KPI	n/a	n/a	3%	5%
KPI 23	Tenant satisfaction with property condition (repair in the last 12 months and satisfied with the overall repairs service) %	81.5%	Annual KPI								n/a	n/a	81%	735
KPI 24	Energy efficiency of properties	57.1%	Annual KPI								n/a	n/a	67%	60%