

KPI	St. Leger Homes KPI Summary	Year end 25/26	KPI												Target	Target	Tolerance
		Mar-26	Apr-26	May26	Jun-26	Jul-26	Aug26	Sep-26	Oct-26	Nov-26	Dec-26	Jan-27	Feb-27	Mar-27	May-26	Year end	Year end
1	% of current rent arrears against annual rent debit	2.85%	2.70%	2.87%											3.05%	2.95%	3.25%
2	Void rent loss % of rent lost through homes being void	1.00%	1.20%	1.20%											0.80%	0.80%	0.88%
3	Relet time for STANDARD voids (days). i.e. no MAJOR repairs	25.7	23.3	22.2											25.0	25.0	27.5
4	Average number of Nights in Hotel Accommodation	20.4	18.2	18.9											21.0	21.0	23.1
5	% of settled accommodation at prevention stage	53%	58%	60%											50%	50%	55%
6a	Number of Stage 1 complaints per 1,000 homes:	83.9	6.7	14.5											8.7	47.0	51.7
6b	Number of Stage 2 complaints received per 1,000 homes:	9.4	0.8	1.8											1.3	3.0	3.3
6	No of: Stage 1 and 2 complaints received per 1,000 homes:	93.3	7.5	16.3											10.0	50.0	55.0
7a	% of Stage 1 complaints responded to within timescales.	99.7%	99.8%	100%											96.0%	96.0%	86.4%
7b	% of Stage 2 complaints responded to within timescales.	97.6%	98.4%	100%											96.0%	96.0%	86.4%
7	% of Stages 1 and 2 complaints responded to within timescales.	99.5%	99.6%	100%											96.0%	96.0%	86.4%
8	Tenancy turnover %	5.5%	0.41%	0.98%											0.92%	5.5%	6.1%
9	% of repairs first visit complete	96.9%	98.1%	98.0%											94.0%	94.0%	84.6%
10a	% of emergency responsive repairs completed within target	92.2%	87.0%	88.6%											95.0%	95.0%	85.5%
10b	% of non-emergency responsive repairs completed within target	67.6%	62.1%	61.9%											85.0%	85.0%	76.5%
10	% of non-emergency and emergency repairs within target	75.3%	71.1%	70.8%											88.0%	88.0%	79.2%

KPI	St. Leger Homes Key Performance Indicator Summary 2025/26	Year end 25/26	KPI												Target	Target	Tolerance
			Mar-26	Apr-26	May26	Jun-26	Jul-26	Aug26	Sep-26	Oct-26	Nov-26	Dec-26	Jan-27	Feb-27	Mar-27	May-26	Year end
11	Gas: % of properties with a valid gas servicing certificate	100%	99.68%	99.48%											100%	100%	99.68%
12	Fire: % homes all risk assessments been carried out	100%	100%	100%											100%	100%	99.01%
13	Asbestos: % homes surveys or re-inspections completed (New)	100%	100%	97.78%											100%	100%	98.89%
14	Legionella: % homes where all assessments completed (New)	100%	100%	100%											100%	100%	98.59%
15	Lifts: % homes all communal lifts safety checks completed	100%	100%	100%											100%	100%	96.15%
16	Electrical - % Domestic properties with valid EICR < 5yrs	99.71%	99.74%	99.78%											100%	100%	99.85%
17	Days lost through sickness per FTE (annualised)	10.7	10.9	11.1											10	10	11
18	Percentage of Local Expenditure % Revenue ONLY	58%	56%	54%											70%	70%	63%
19	No. of ASB Cases per 1,000 properties	54.4	4.1	8.1											10.1	60.0	66.0
19a	No. of ASB Cases that involve hate crimes per 1,000 properties	0.8	0.1	0.1											6.0	10.0	11.0
20	Number of residents in training, education or employment	117	Quarterly KPI			Quarterly KPI			Quarterly KPI			Quarterly KPI		n/a	100	90	
21	Tenant satisfaction with overall service from the landlord %	80.5%	Annual KPI – TSM data available and usually reported at Q3										n/a	81%	73%		
22	Percentage of homes not maintaining decent standard %	7.8%	Quarterly KPI		Quarterly KPI			Quarterly KPI			Quarterly KPI			n/a	3%	5%	
23	Tenant satisfaction % repair service in last 12 months )	80.1%	Annual KPI – TSM data available and usually reported at Q3										n/a	81%	73%		
24	Energy efficiency of properties	70.9%	Annual KPI												n/a	67%	60%