

KPI	St. Leger Homes Key Performance Indicator Summary 2025/26	Outturn 24/25			Target	Tolerance	Target	
		Mar-25	Apr-25	May-25	May-25	May-25	Year end	Preference
KPI 1	% of current rent arrears against annual rent debit	2.76%	2.66%	2.82%	3.00%	3.30%	2.95%	Lower is better
KPI 2	Void rent loss % of rent lost through homes being void (empty)	0.96%	1.30%	1.33%	0.80%	0.88%	0.80%	Lower is better
KPI 3	Relet time for STANDARD voids (calendar days). i.e. properties that do not require MAJOR / LARGE SCALE repairs	27.4	26.1	26.6	25.0	27.5	25.0	Lower is better
KPI 4	Average number of Nights in Hotel Accommodation	24.0	24.6	23.6	21.0	23.1	21.0	Lower is better
KPI 5	Percentage of settled accommodation at prevention stage	43%	55%	52%	50%	55%	50%	Higher is better
KPI 6a	Number of stage one complaints per 1,000 homes:	68.0	7.2	13.5	7.5	8.3	47.0	Lower is better
KPI 6b	Number of stage two complaints received per 1,000 homes:	7.6	0.7	1.3	0.5	0.5	3.0	Lower is better
KPI 6	Number of: stage one and stage two complaints received per 1,000 homes:	75.6	7.9	14.8	8.0	8.8	50.0	Lower is better
KPI 7a	% of Stage 1 complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	99.5%		99.3%	95.0%	85.5%	95.0%	Higher is better
KPI 7b	% of Stage 2 complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	95.8%		100.0%	95.0%	85.5%	95.0%	Higher is better
KPI 7	% of Stages one and two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	99.1%		99.4%	95.0%	85.5%	95.0%	Higher is better
KPI 8	Tenancy turnover %		0.4%	0.9%	0.9%	1.0%	5.5%	Lower is better
KPI 9	% of repairs completed at first visit	95.3%	96.0%	95.9%	94.0%	84.6%	94.0%	Higher is better
KPI 10a	% of emergency responsive repairs completed within the landlord's target timescale.	82.5%	88.4%	90.5%	95.0%	85.5%	95.0%	Higher is better
KPI 10b	% of non-emergency responsive repairs completed within the landlord's target timescale.	68.7%	67.5%	69.9%	85.0%	76.5%	85.0%	Higher is better
KPI 10	% of non-emergency and emergency responsive repairs completed within the landlord's target timescale.	73.1%	74.2%	76.5%	88.0%	79.2%	88.0%	Higher is better
KPI 11	Gas - % of homes for which all required gas safety checks have been carried out	100.0%	100.0%	99.2%	100.0%	99.85%	100.0%	Higher is better
KPI 12	Fire - % of homes for which all required fire risk assessments have been carried out.	100.0%	100.0%	100.0%	100.0%	98.96%	100.0%	Higher is better
KPI 13	Asbestos - % of homes for which all required asbestos management surveys or re-inspections have been carried out	100.0%	96.6%	99.7%	100.0%	98.96%	100.0%	Higher is better
KPI 14	Legionella - % of homes for which all required legionella risk assessments have been carried out.	100.0%	100.0%	100.0%	100.0%	98.96%	100.0%	Higher is better
KPI 15	Lifts - % of homes for which all required communal passenger lift safety checks have been carried out.	100.0%	100.0%	100.0%	100.0%	98.63%	100.0%	Higher is better
KPI 16	Electrical - % Domestic properties with a satisfactory EICR up to five years old	96.0%	97.2%	97.8%	100.0%	99.85%	100.0%	Higher is better
KPI 17	Days lost through sickness per Full Time Equivalent employee (FTE)	12.2	12.4	12.2	10.0	11.0	10.0	Lower is better
KPI 18	% of local expenditure, ie % amount of expenditure within Doncaster area	59%	66%	64%	70%	63%	70%	Higher is better
KPI 19	Number of Anti-Social Behaviour (ASB) cases per 1,000 properties	55.1	5.4	10.2	10.2	11.2	60.0	Lower is better
KPI 19a	Number of Anti-Social Behaviour (ASB) cases that involve hate incidents opened per 1,000 homes.	0.8	0.0	0.0	1.7	1.9	10.0	Lower is better
KPI 20	Number of tenants and residents helped into training, education or employment	113	quarterly KPI	quarterly KPI	11	12.1	100	Higher is better

No.	Key
12	Meeting target
3	Close to / within tolerance of target
11	Not meeting target
0	no data
26	Total