

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	Dec-25	Jan-26	Feb-26	Feb-26	Feb26	Year end	Year end
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%	3.12%	3.09%	3.01%	3.10%	3.41%	2.95%	3.25%
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%	1.08%	1.10%	1.00%	0.80%	0.88%	0.80%	0.88%
3	Relet time for STANDARD 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	24.9	25.5	25.5	25.0	27.5	25.0	27.5
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	20.6	20.4	21.0	23.1	21.0	23.1
5	Percentage of settled accommodation at prevention stage	43%	55%	52%	51%	51%	51%	52%	52%	51%	52%	52%	52%	50%	55%	50%	55%
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	61.0	67.8	75.0	42.3	46.5	47.0	51.7
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	7.1	7.5	8.4	2.7	3.0	3.0	3.3
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	68.1	75.3	83.4	45.0	49.5	50.0	55.0
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%	99.6%	99.7%	99.7%	95.0%	85.5%	95.0%	85.5%
7b	% of Stage 2 complaints responded to within Ombudsman timescales.	95.8%	100%	100%	100%	100%	98.5%	97.8%	98.9%	98.2%	98.4%	98.6%	97.8%	95.0%	85.5%	95.0%	85.5%
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%	99.5%	99.6%	99.5%	95.0%	85.5%	95.0%	85.5%
8	Tenancy turnover %	n/a	0.4%	0.9%	1.4%	1.9%	2.3%	2.7%	3.2%	3.7%	4.2%	4.6%	5.0%	4.60%	5.0%	5.5%	6.1%
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%	96.7%	96.8%	96.8%	94.0%	84.6%	94.0%	84.6%
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%	93.3%	93.4%	93.1%	95.0%	85.5%	95.0%	85.5%
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%	67.7%	68.0%	67.8%	85.0%	76.5%	85.0%	76.5%
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%	75.1%	75.7%	75.7%	88.0%	79.2%	88.0%	79.2%

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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%	100%	100%	100%	99.85%	100%	99.85%
12	Fire: % homes all risk assessments have been carried out (New)	100%	100%	100%	100%	100%	99.8%	99.8%	99.8%	100%	100%	100%	100%	100%	98.96%	100%	98.96%
13	Asbestos: % homes surveys or re-inspections completed (New)	100%	96.55%	99.70%	99.22%	98.07%	100%	100%	100%	100%	100%	100%	100%	100%	98.96%	100%	98.96%
14	Legionella: % homes where all assessments completed (New)	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98.96%	100%	98.96%
15	Lifts: % homes all communal lifts safety checks completed (New)	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98.63%	100%	98.63%
16	Electrical - % Domestic properties with valid EICR < 5 years old	96.0%	97.21%	97.78%	98.24%	97.98%	98.06%	98.5%	98.95%	99.02%	99.20%	99.42%	99.52%	100%	99.85%	100%	99.85%
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	10.4	10.4	10.5	10	11	10	11
18	Percentage of Local Expenditure % Revenue ONLY	59%	66%	64%	62%	56%	57%	56%	57%	58%	58%	58%	58%	70%	63%	70%	63%
19	No. of ASB Cases per 1,000 properties	55.1	5.0	9.6	15.8	21.6	26.4	30.2	34.4	38.0	40.4	42.9	45.5	55.6	61.2	60.0	66.0
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	0.7	0.7	0.8	9.3	10.2	10.0	11.0
20	Number of residents in training, education or employment	113	Quarterly KPI		20	Quarterly KPI		71	Quarterly KPI		92	Quarterly KPI		73	80.3	100	90
21	Tenant satisfaction with the overall service from the landlord %	81.0%	Annual KPI – TSM data available and reported at Q3								80.5%	Quarterly KPI		73%	81%	81%	73%
22	Percentage of homes not maintaining decent standard %	5.53%	Quarterly KPI		7.51%	Quarterly KPI		11.9%	Quarterly KPI		10.8%	Quarterly KPI		3%	5%	3%	5%
23	Tenant satisfaction with property condition (repair in last 12 months and satisfied with the overall repairs service) %	81.5%	Annual KPI – TSM data available and reported at Q3								80.1%	Quarterly KPI		73%	81%	81%	73%
24	Energy efficiency of properties	57.1%	Annual KPI											n/a	n/a	67%	60%

Key	Meeting target	Close to / within tolerance of target	Not meeting target
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