

| KPI | St. Leger Homes KPI Summary                                    | Year end<br>25/26 | KPI    |       |        |        |       |        |        |        |        |        |        |        | Target | Target      | Toleranc<br>e |
|-----|----------------------------------------------------------------|-------------------|--------|-------|--------|--------|-------|--------|--------|--------|--------|--------|--------|--------|--------|-------------|---------------|
|     |                                                                | Mar-26            | Apr-26 | May26 | Jun-26 | Jul-26 | Aug26 | Sep-26 | Oct-26 | Nov-26 | Dec-26 | Jan-27 | Feb-27 | Mar-27 | Jun-26 | Year<br>end | Year<br>end   |
| 1   | % of current rent arrears against annual rent debit            | 2.85%             | 2.70%  | 2.87% | 3.02%  |        |       |        |        |        |        |        |        |        | 3.05%  | 2.95%       | 3.25%         |
| 2   | Void rent loss % of rent lost through homes being void         | 1.00%             | 1.20%  | 1.20% | 1.15%  |        |       |        |        |        |        |        |        |        | 0.80%  | 0.80%       | 0.88%         |
| 3   | Relet time for STANDARD voids (days). i.e. no MAJOR repairs    | 25.7              | 23.3   | 22.2  | 23.6   |        |       |        |        |        |        |        |        |        | 25.0   | 25.0        | 27.5          |
| 4   | Average number of Nights in Hotel Accommodation                | 20.4              | 18.2   | 18.9  | 17.6   |        |       |        |        |        |        |        |        |        | 21.0   | 21.0        | 23.1          |
| 5   | % of settled accommodation at prevention stage                 | 53%               | 58%    | 60%   | 60%    |        |       |        |        |        |        |        |        |        | 50%    | 50%         | 55%           |
| 6a  | Number of Stage 1 complaints per 1,000 homes:                  | 83.9              | 6.7    | 14.5  | 22.2   |        |       |        |        |        |        |        |        |        | 13.0   | 52.1        | 57.3          |
| 6b  | Number of Stage 2 complaints received per 1,000 homes:         | 9.4               | 0.8    | 1.8   | 3.2    |        |       |        |        |        |        |        |        |        | 2.0    | 7.9         | 8.7           |
| 6   | No of: Stage 1 and 2 complaints received per 1,000 homes:      | 93.3              | 7.5    | 16.3  | 25.4   |        |       |        |        |        |        |        |        |        | 15.0   | 60.0        | 66.0          |
| 7a  | % of Stage 1 complaints responded to within timescales.        | 99.7%             | 99.8%  | 100%  | 99.3%  |        |       |        |        |        |        |        |        |        | 96.0%  | 96.0%       | 86.4%         |
| 7b  | % of Stage 2 complaints responded to within timescales.        | 97.6%             | 98.4%  | 100%  | 100%   |        |       |        |        |        |        |        |        |        | 96.0%  | 96.0%       | 86.4%         |
| 7   | % of Stages 1 and 2 complaints responded to within timescales. | 99.5%             | 99.6%  | 100%  | 99.4%  |        |       |        |        |        |        |        |        |        | 96.0%  | 96.0%       | 86.4%         |
| 8   | Tenancy turnover %                                             | 5.5%              | 0.41%  | 0.98% | 1.51%  |        |       |        |        |        |        |        |        |        | 1.38%  | 5.5%        | 6.1%          |
| 9   | % of repairs first visit complete                              | 96.9%             | 98.1%  | 98.0% | 97.7%  |        |       |        |        |        |        |        |        |        | 94.0%  | 94.0%       | 84.6%         |
| 10a | % of emergency responsive repairs completed within target      | 92.2%             | 87.0%  | 88.6% | 89.9%  |        |       |        |        |        |        |        |        |        | 95.0%  | 95.0%       | 85.5%         |
| 10b | % of non-emergency responsive repairs completed within target  | 67.6%             | 62.1%  | 61.9% | 62.4%  |        |       |        |        |        |        |        |        |        | 85.0%  | 85.0%       | 76.5%         |
| 10  | % of non-emergency and emergency repairs within target         | 75.3%             | 71.1%  | 70.8% | 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   | Toleranc e |
|-----|----------------------------------------------------------------|----------------|------------------------------------------------------------|--------|--------|---------------|-------|--------|---------------|--------|--------|---------------|--------|--------|--------|----------|------------|
|     |                                                                | Mar-26         | Apr-26                                                     | May26  | Jun-26 | Jul-26        | Aug26 | Sep-26 | Oct-26        | Nov-26 | Dec-26 | Jan-27        | Feb-27 | Mar-27 | Jun-26 | Year end | Year end   |
| 11  | Gas: % of properties with a valid gas servicing certificate    | 100%           | 99.68%                                                     | 99.48% | 99.46% |               |       |        |               |        |        |               |        |        | 100%   | 100%     | 99.68%     |
| 12  | Fire: % homes all risk assessments been carried out            | 100%           | 100%                                                       | 100%   | 100%   |               |       |        |               |        |        |               |        |        | 100%   | 100%     | 99.01%     |
| 13  | Asbestos: % homes surveys or re-inspections completed (New)    | 100%           | 100%                                                       | 97.78% | 97.79% |               |       |        |               |        |        |               |        |        | 100%   | 100%     | 98.89%     |
| 14  | Legionella: % homes where all assessments completed (New)      | 100%           | 100%                                                       | 100%   | 100%   |               |       |        |               |        |        |               |        |        | 100%   | 100%     | 98.59%     |
| 15  | Lifts: % homes all communal lifts safety checks completed      | 100%           | 100%                                                       | 100%   | 100%   |               |       |        |               |        |        |               |        |        | 100%   | 100%     | 96.15%     |
| 16  | Electrical - % Domestic properties with valid EICR < 5yrs      | 99.71%         | 99.74%                                                     | 99.78% | 99.83% |               |       |        |               |        |        |               |        |        | 100%   | 100%     | 99.85%     |
| 17  | Days lost through sickness per FTE (annualised)                | 10.7           | 10.9                                                       | 11.1   | 11.4   |               |       |        |               |        |        |               |        |        | 10     | 10       | 11         |
| 18  | Percentage of Local Expenditure % Revenue ONLY                 | 58%            | 56%                                                        | 54%    | 57%    |               |       |        |               |        |        |               |        |        | 70%    | 70%      | 63%        |
| 19  | No. of ASB Cases per 1,000 properties                          | 54.4           | 4.1                                                        | 8.1    | 12.7   |               |       |        |               |        |        |               |        |        | 17.7   | 60.0     | 66.0       |
| 19a | No. of ASB Cases that involve hate crimes per 1,000 properties | 0.8            | 0.1                                                        | 0.1    | 0.2    |               |       |        |               |        |        |               |        |        | 3.0    | 10.0     | 11.0       |
| 20  | Number of residents in training, education or employment       | 117            | Quarterly KPI                                              |        | 23     | Quarterly KPI |       |        | Quarterly KPI |        |        | Quarterly KPI |        |        | 12     | 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                                              |        | 8.15%  | Quarterly KPI |       |        | Quarterly KPI |        |        | Quarterly KPI |        |        | 9%     | 9%       | 9.9%       |
| 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%        |