

HOW WE ARE PERFORMING

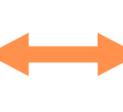
End of March 2025



Community, connecting, and collaboration

Key areas of performance

On the following pages, we have set out key areas of performance for the 12 months ending 31st March 2025.

| | |
|---|---|
|  | Performance at or above expected level |
|  | Performance slightly below expected level |
|  | Performance below expected level |
|  | Performance Improving |
|  | Performance maintained |

| | |
|---|---------------------------|
|  | Performance deteriorating |
| N/A | Data not available |
| | |
| Trend | Against 23-24 data |
| Status | Against 24-25 Target |

Key areas of performance reported to Board



The number of anti-social behaviour cases made for every 1,000 homes

| 23-24 Performance | 24-25 Target | 24-25 Performance | Trend | Status |
|-------------------|--------------|-------------------|-------|--------|
| 56.43 | 60 | 31.25 | ↑ | ✓ |



The number of anti-social behaviour cases that involve hate incidents per 1,000 homes

| 23-24 Performance | 24-25 Target | 24-25 Performance | Trend | Status |
|-------------------|--------------|-------------------|-------|--------|
| 0.72 | 5 | 0.73 | ↓ | ✓ |



The number of Stage 1 complaints made for every 1,000 homes

| 23-24 Performance | 24-25 Target | 24-25 Performance | Trend | Status |
|-------------------|--------------|-------------------|-------|--------|
| 13.56 | 30 | 13.75 | ↓ | ✓ |



The percentage of Stage 1 complaints answered on time as set out in the Housing Ombudsman Complaint Handling Code

| 23-24 Performance | 24-25 Target | 24-25 Performance | Trend | Status |
|-------------------|--------------|-------------------|-------|--------|
| 100% | 100% | 100% | ↔ | ✓ |

Key areas of performance reported to Board



The number of Stage 2 complaints made for every 1,000 homes

| 23-24 Performance | 24-25 Target | 24-25 Performance | Trend | Status |
|-------------------|--------------|-------------------|-------|--------|
| 1.45 | 7 | 3.62 | ↓ | ✓ |



The percentage of Stage 2 complaints answered on time as set out in the Housing Ombudsman Complaint Handling Code

| 23-24 Performance | 24-25 Target | 24-25 Performance | Trend | Status |
|-------------------|--------------|-------------------|-------|--------|
| 100% | 100% | 100% | ↔ | ✓ |



The percentage of rent we've received compared to what was expected

| 23-24 Performance | 24-25 Target | 24-25 Performance | Trend | Status |
|-------------------|--------------|----------------------|-------|--------|
| 99.54% | 98.50% | 100.12% ¹ | ↑ | ✓ |



The amount of rent currently owed by tenants, as a percentage of the total rent we expected to collect for the year

| 23-24 Performance | 24-25 Target | 24-25 Performance | Trend | Status |
|-------------------|--------------|-------------------|-------|--------|
| 2.81% | 3.15% | 2.08% | ↑ | ✓ |

¹ As a result of the amount of rent being paid in advance.

Key areas of performance reported to Board



The amount of rent owed by former tenants, as a percentage of the total rent we expected to collect for the year

| 23-24 Performance | 24-25 Target | 24-25 Performance | Trend | Status |
|-------------------|--------------|-------------------|-------|--------|
| 2.00% | <2.50% | 2.15% | ↓ | ✓ |



The percentage of homes that don't currently meet the Government's Decent Homes Standard - which sets out basic requirements for safety, comfort and good repair

| 23-24 Performance | 24-25 Target | 24-25 Performance | Trend | Status |
|-------------------|--------------|--------------------|-------|--------|
| 0% | 0% | 0.06% ² | ↓ | ✗ |



The percentage of non-emergency repairs that were completed on time

| 23-24 Performance | 24-25 Target | 24-25 Performance | Trend | Status |
|-------------------|--------------|-------------------|-------|--------|
| 95.41% | 95.00% | 94.81% | ↓ | ✗ |



The percentage of emergency repairs that were completed on time

| 23-24 Performance | 24-25 Target | 24-25 Performance | Trend | Status |
|-------------------|--------------|-------------------|-------|--------|
| 100% | 100% | 100% | ↔ | ✓ |

² One property that did not meet the Decent Homes Standard as at 31st March 2025, but this was rectified in May 2025.

Key areas of performance reported to Board



The percentage of homes where we've completed all the required gas safety checks to keep tenants safe

| 23-24 Performance | 24-25 Target | 24-25 Performance | Trend | Status |
|-------------------|--------------|---------------------|-------|--------|
| 99.71% | 100% | 99.93% ³ | ↑ | ✘ |



The percentage of homes where we've carried out all the necessary asbestos checks or follow-up inspections to keep tenants safe

| 23-24 Performance | 24-25 Target | 24-25 Performance | Trend | Status |
|-------------------|--------------|-------------------|-------|--------|
| 100% | 100% | 100% | ↔ | ✔ |



The percentage of homes where we've completed all the required electrical safety checks and issued valid certificates to keep tenants safe

| 23-24 Performance | 24-25 Target | 24-25 Performance | Trend | Status |
|-------------------|--------------|-------------------|-------|--------|
| 99.78% | 100% | 100% | ↑ | ✔ |



The percentage of homes where we've completed all the required fire risk assessments to keep tenants safe

| 23-24 Performance | 24-25 Target | 24-25 Performance | Trend | Status |
|-------------------|--------------|-------------------|-------|--------|
| 100% | 100% | 100% | ↔ | ✔ |

³One property that had an outstanding gas safety check as at 31st March 2025 due to being unable to gain access. This was completed in April 2025.

Key areas of performance reported to Board



The percentage of homes where we've carried out all the required checks for legionella to make sure water systems are safe for tenants

| 23-24 Performance | 24-25 Target | 24-25 Performance | Trend | Status |
|-------------------|--------------|-------------------|-------|--------|
| 100% | 100% | 100% | ↔ | ✓ |



The average number of days to get an empty home ready for a new tenant

| 23-24 Performance | 24-25 Target | 24-25 Performance | Trend | Status |
|-------------------|--------------|-------------------|-------|--------|
| 26.00 | 28 | 27.17 | ↓ | ✓ |



The average cost of getting an empty home ready for a new tenant

| 23-24 Performance | 24-25 Target | 24-25 Performance | Trend | Status |
|-------------------|--------------|-------------------|-------|--------|
| £3,589 | £4,568 | £4,657 | ↓ | ✗ |



The percentage of rent we've lost because homes were empty and not being rented out

| 23-24 Performance | 24-25 Target | 24-25 Performance | Trend | Status |
|-------------------|--------------|-------------------|-------|--------|
| 0.53% | <1.0% | 0.55% | ↓ | ✓ |

Key areas of performance reported to Board



The number of serious accidents that require reporting to the Health & Safety Executive

| 23-24 Performance | 24-25 Target | 24-25 Performance | Trend | Status |
|-------------------|--------------|-------------------|-------|--------|
| 0 | 0 | 0 | ↔ | ✓ |



The number of staff who have left EPIC

| 23-24 Performance | 24-25 Target | 24-25 Performance | Trend | Status |
|-------------------|--------------|-------------------|-------|--------|
| 9.38% | <10.0% | 8.33% | ↑ | ✓ |



The percentage of training that staff have completed on time

| 23-24 Performance | 24-25 Target | 24-25 Performance | Trend | Status |
|-------------------|--------------|-------------------|-------|--------|
| 95.87% | 100% | 97.03% | ↑ | ✗ |



The number of followers on Facebook

| Followers end 23-24 | 24-25 Target | Followers end 24-25 | Trend | Status |
|---------------------|--------------|---------------------|-------|--------|
| 832 | N/A | 933 | ↑ | N/A |

Key areas of performance reported to Board



The number of followers on Instagram

| Followers end 23-24 | 24-25 Target | Followers end 24-25 | Trend | Status |
|---------------------|--------------|---------------------|-------|--------|
| N/A | N/A | 24 | ↔ | N/A |



The number of followers on LinkedIn

| Followers end 23-24 | 24-25 Target | Followers end 24-25 | Trend | Status |
|---------------------|--------------|---------------------|-------|--------|
| 542 | N/A | 780 | ↑ | N/A |