

KPI	St. Leger Homes Key Performance Indicator Summary 2025/26	Outturn 24/25		Target	Target
		Mar-25	Apr-25	Apr-25	Year end
KPI 1	% of current rent arrears against annual rent debit	2.76%	2.66%	2.95%	2.95%
KPI 2	Void rent loss % of rent lost through homes being void (empty)	0.96%	1.27%	0.80%	0.80%
KPI 3	Relet time for STANDARD voids (calendar days). i.e. properties that do not require MAJOR / LARGE SCALE repairs	27.4	26.2	25.0	25.0
KPI 4	Average number of Nights in Hotel Accommodation	24.0	24.6	21.0	21.0
KPI 5	Percentage of settled accommodation at prevention stage	43%	55%	50%	50%
KPI 6a	Number of stage one complaints per 1,000 homes:	68.0	7.2	3.8	47.0
KPI 6b	Number of stage two complaints received per 1,000 homes:	7.6	0.7	0.2	3.0
KPI 6	Number of: stage one and stage two complaints received per 1,000 homes:	75.6	7.9	4.0	50.0
KPI 7a	% of Stage 1 complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	99.5%	99.6%	95.0%	95.0%
KPI 7b	% of Stage 2 complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	95.8%	98.7%	95.0%	95.0%
KPI 7	% of Stages one and two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	99.1%	99.5%	95.0%	95.0%
KPI 8	Tenancy turnover %		0.6%	0.5%	5.5%
KPI 9	% of repairs completed at first visit	95.3%	96.0%	94.0%	94.0%
KPI 10a	% of emergency responsive repairs completed within the landlord's target timescale.	82.5%	88.4%	95.0%	95.0%
KPI 10b	% of non-emergency responsive repairs completed within the landlord's target timescale.	68.7%	67.5%	85.0%	85.0%
KPI 10	% of non-emergency and emergency responsive repairs completed within the landlord's target timescale.	73.1%	74.2%	88.0%	88.0%
KPI 11	Gas - % of homes for which all required gas safety checks have been carried out	100.0%	100.0%	100.0%	100.0%
KPI 12	Fire - % of homes for which all required fire risk assessments have been carried out.	100.0%	100.0%	100.0%	100.0%
KPI 13	Asbestos - % of homes for which all required asbestos management surveys or re-inspections have been carried out	100.0%	96.6%	100.0%	100.0%
KPI 14	Legionella - % of homes for which all required legionella risk assessments have been carried out.	100.0%	100.0%	100.0%	100.0%
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%
KPI 16	Electrical - % Domestic properties with a satisfactory EICR up to five years old	96.0%	97.21%	100.0%	100.0%
KPI 17	Days lost through sickness per Full Time Equivalent employee (FTE)	12.2	12.4	10.0	10.0
KPI 18	% of local expenditure, ie % amount of expenditure within Doncaster area	59%	66%	70%	70%
KPI 19	Number of Anti-Social Behaviour (ASB) cases per 1,000 properties	55.1	5.4	4.1	60.0
KPI 19a	Number of Anti-Social Behaviour (ASB) cases that involve hate incidents opened per 1,000 homes.	0.8	0.0	0.7	10.0

Appendix A	
No.	Key
11	Meeting target
1	Close to / within tolerance of target
14	Not meeting target
0	no data
26	Total