

KPI	TSM ref	St. Leger Homes Key Performance Indicator Summary 2025/26	Outturn 24/25				Target	Tolerance	Target		Appendix A	
			Mar-25	Apr-25	May-25	Jun-25	Jun-25	Jun-25	Year end	Preference		
KPI 1		% of current rent arrears against annual rent debit	2.76%	2.66%	2.82%	2.78%	3.05%	3.36%	2.95%	Lower is better	12	Meeting target
KPI 2		Void rent loss % of rent lost through homes being void (empty)	0.96%	1.30%	1.33%	1.20%	0.80%	0.88%	0.80%	Lower is better	2	Close to / within tolerance of target
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	27.6	25.0	27.5	25.0	Lower is better	13	Not meeting target
KPI 4		Average number of Nights in Hotel Accommodation	24.0	24.6	23.6	24.9	21.0	23.1	21.0	Lower is better	1	Data not yet available
KPI 5		Percentage of settled accommodation at prevention stage	43%	55%	52%	51%	50%	55%	50%	Higher is better	28	Total
KPI 6a	CH01a	Number of stage one complaints per 1,000 homes:	68.0	7.2	13.5	19.9	11.3	12.4	47.0	Lower is better		
KPI 6b	CH01b	Number of stage two complaints received per 1,000 homes:	7.6	0.7	1.3	2.5	0.7	0.8	3.0	Lower is better		
KPI 6	CH01	Number of: stage one and stage two complaints received per 1,000 homes:	75.6	7.9	14.8	22.4	12.0	13.2	50.0	Lower is better		
KPI 7a	CH02(a)	% of Stage 1 complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	99.5%		99.3%	97.6%	95.0%	85.5%	95.0%	Higher is better		
KPI 7b	CH02(b)	% of Stage 2 complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	95.8%		100.0%	100.0%	95.0%	85.5%	95.0%	Higher is better		
KPI 7	CH02	% of Stages 1 and 2 complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	99.1%		99.4%	97.8%	95.0%	85.5%	95.0%	Higher is better		
KPI 8		Tenancy turnover %		0.4%	0.9%	1.4%	1.4%	1.5%	5.5%	Lower is better		
KPI 9		% of repairs completed at first visit	95.3%	96.0%	95.9%	96.5%	94.0%	84.6%	94.0%	Higher is better		
KPI 10a	RP02	% of emergency responsive repairs completed within the landlord's target timescale.	82.5%	88.4%	90.5%	92.0%	95.0%	85.5%	95.0%	Higher is better		
KPI 10b	RP02	% of non-emergency responsive repairs completed within the landlord's target timescale.	68.7%	67.5%	69.9%	69.8%	85.0%	76.5%	85.0%	Higher is better		
KPI 10	RP02	% of non-emergency and emergency responsive repairs completed within the landlord's target timescale.	73.1%	74.2%	76.5%	76.6%	88.0%	79.2%	88.0%	Higher is better		
KPI 11	BS01	Gas - % of homes for which all required gas safety checks have been carried out	100.0%	100%	99.23%	99.75%	100.0%	99.85%	100.0%	Higher is better		
KPI 12	BS02	Fire - % of homes for which all required fire risk assessments have been carried out.	100.0%	100%	100%	100%	100.0%	98.96%	100.0%	Higher is better		
KPI 13	BS03	Asbestos - % of homes for which all required asbestos management surveys or re-inspections have been carried out	100.0%	96.55%	99.70%	99.22%	100.0%	98.96%	100.0%	Higher is better		
KPI 14	BS04	Legionella - % of homes for which all required legionella risk assessments have been carried out.	100.0%	100%	100%	100%	100.0%	98.96%	100.0%	Higher is better		
KPI 15	BS05	Lifts - % of homes for which all required communal passenger lift safety checks have been carried out.	100.0%	100%	100%	100%	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%	97.21%	97.78%	98.24%	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	12.1	10.0	11.0	10.0	Lower is better		
KPI 18		% of local expenditure, ie % amount of expenditure within Doncaster area	59%	66%	64%	62%	70%	63%	70%	Higher is better		
KPI 19	NM01a	Number of Anti-Social Behaviour (ASB) cases per 1,000 properties	55.1	5.4	10.2	16.5	17.8	19.6	60.0	Lower is better		
KPI 19a	NM01b	Number of Anti-Social Behaviour (ASB) cases that involve hate incidents opened per 1,000 homes.	0.80	0.00	0.00	0.05	3.0	3.3	10.0	Lower is better		
KPI 20		Number of tenants and residents helped into training, education or employment	113	quarterly KPI	quarterly KPI	20	28	30.8	100	Higher is better		