| KPI | TSM ref | St. Leger Homes Key Performance Indicator Summary 2025/26 | Outturn 24/25 | | | | Target | Tolerance | Target | |
|---|---|---|---|---|---|---|---|---|---|---|
| | | | 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 |
| 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 |
| 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 |
| 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 |
| KPI 5 | | Percentage of settled accommodation at prevention stage | 43% | 55% | 52% | 51% | 50% | 55% | 50% | Higher is better |
| 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% | 99.98% | 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 |

| No. | Key |
|---|---|
| 12 | Meeting target |
| 3 | Close to / within tolerance of target |
| 12 | Not meeting target |
| 1 | Data not yet available |
| 28 | Total |