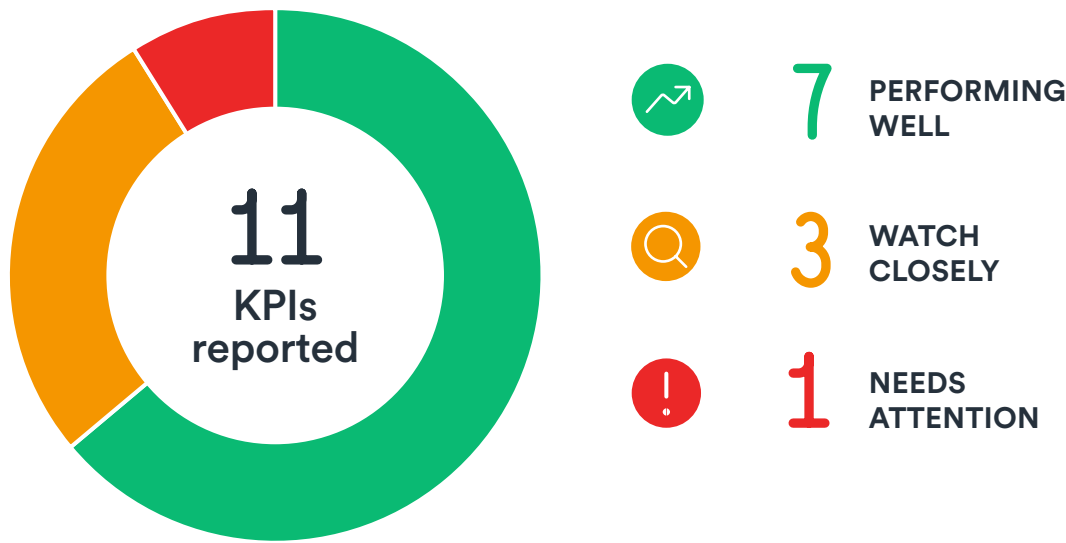


How are we performing against our key measures?



A summary of our performance against the Key Performance Indicators (KPIs) we monitor to show how we're delivering on Our Future Shape corporate strategy 2026-31.

KPI HEALTH (Q1)



WHAT'S GOING WELL



Routine repairs, financial performance and rented affordable handovers

- We have significantly improved completion times for routine repairs, reflecting our ongoing focus on making sure residents get the repairs they need quickly.
- We've seen good performance against our finance metrics as a result of strong operating performance across the business.
- Rented affordable new home handovers performed strongly in Q1, with 270 delivered against a Q1 budget profile of 133.

WHAT NEEDS ATTENTION



Health and Safety

- We have a total of 13 Health and Safety measures. Of these, all are Amber or Green with the exception of Fire Safety compliance, where the rating is Red due to some challenges with the planned maintenance of fire prevention measures. There is a plan in place to address this, and we are making sure there are additional safety measures in place. A Red rating does not mean homes are unsafe. It means some compliance work and records are not yet at the level required.

WHAT'S NEXT



Most remaining measures are scheduled for Q2

Our next set of reporting for Customer Satisfaction Measures is due in Quarter 2.

From Quarter 2 we will track progress against each measure to show whether we are improving throughout the year.



To find out more about Our Future Shape strategy and strategic commitments visit the **Purpose, Values and Strategy Hub** on the intranet.

PERFORMANCE BY STRATEGIC COMMITMENTS



We'll provide social homes to meet housing need

Our core focus is the provision of secure, social housing in the Greater London and Greater Manchester areas.



1

PERFORMING WELL

0

WATCH CLOSELY

1

NEEDS ATTENTION



We'll provide good landlord services

We'll be relentless in driving operational excellence, creating services that are reliable, repeatable, and consistent for residents, colleagues, partners and suppliers.



2

PERFORMING WELL

1

WATCH CLOSELY

0

NEEDS ATTENTION



We'll be efficient and maximise our impact

We'll run our organisation in a responsible way which allows us to reinvest as much as possible in existing and new social homes and services.



4

PERFORMING WELL

2

WATCH CLOSELY

0

NEEDS ATTENTION



We'll provide social homes to meet housing need

KPI SNAPSHOT

 Performing well

 Watch closely

 Needs attention





Primary Health and Safety compliance

8 Green
4 Amber
1 Red

Target: All green

 Needs attention

Health and Safety Compliance summary
Red - Fire safety
Amber - Building safety, Resident health, People safety, Workplace and work equipment
Green - Construction safety, Gas safety, Asbestos, Electrical safety, Water safety, Residential equipment and lifts, Health and wellbeing, Accidents and incidents

WHAT YOU NEED TO KNOW

Homes meeting the Decent Homes Standard
Although we are currently below target, this measure will improve throughout the year as we continue to invest in improvements and survey more properties. We remain on course to meet the 99.5% target by the year end. One of the ways we'll do this is through our Major Works Investment Programme. During Q1, we completed 179 kitchens, 244 bathrooms, 39 roofs and replaced 355 windows.

Homes with EPC rating C or above
Over 7 in 10 of our homes have an EPC rating of C or above, supporting better energy efficiency and comfort for residents.

Rented affordable home handovers
Rented affordable new home handovers performed strongly in Q1, with 270 delivered against a Q1 budget profile of 133, an increase of 137 homes, representing 90% of total Q1 handovers.

Primary Health and Safety compliance
We have a total of 13 Health and Safety measures. Of these, all are Amber or Green with the exception of Fire Safety compliance, where the rating is Red due to some challenges with the planned maintenance of fire prevention measures. There is a plan in place to address this, and we are making sure there are additional safety measures in place. A Red rating does not mean homes are unsafe. It means some compliance work and records are not yet at the level required.



We'll provide good landlord services

KPI SNAPSHOT

 Performing well

 Watch closely

 Needs attention



Overall satisfaction (LCRA)

Target: 58% or higher

Next survey results available in Q2



Overall satisfaction (LCHO)

Target: 31% or higher

Next survey results available in Q2



Complaints decision sent by due date

95.5%

Target: 96% or higher

 Watch closely



Average empty home turnaround time

134.7

Target: 150 or lower

 Performing well

Overall satisfaction



Resident experience on the moments that matter

Measure will be reported in 2027/28 following target setting in 2026/27*



Routine repairs completed within Service Level Agreement (SLA)

77.6%

Target: 72% or higher

 Performing well

WHAT YOU NEED TO KNOW

Complaints decision sent by due date
We responded to 95.5% of complaint decisions on time, with most residents receiving a prompt response as we continue to improve our performance. Our target is 96% and so we are very close to achieving this figure with the measures we are taking, which include recruiting additional temporary resource and a long term project looking at our processes to speed up complaints resolution.

Average empty home turnaround time
We re-let homes in an average of 134.7 days, performing better than our target and helping make sure homes are made available as quickly as possible for people who need them. We have reduced this time by approximately 50% in the last two years with our focus on reducing the number of long term empty homes and improving our processes.

Routine repairs completed within SLA
We completed 77.6% of routine repairs within 20 working days, exceeding our target of 72% and helping us provide a timely repairs service for residents. We have made steady improvements over the past year, achieving our best performance to date in June 2026 at 77.6%. We remain focused on driving further improvements by reducing vacancies and the overall number of outstanding repairs.

*To make sure the targets against this measure are realistic but challenging, we are monitoring our performance this year and will use this data to set next year’s targets. The resident experience moments that matter are:

- I knew what to expect
- I was kept informed
- It was resolved in a reasonable time
- It was done to an acceptable standard



We'll be efficient and maximise our impact

KPI SNAPSHOT

 Performing well

 Watch closely

 Needs attention

 Operating margin 34% Target: 31% or higher  Performing well	 Liquidity 45 months Target: 24 months or higher  Performing well	 Interest cover 191% Target: 194% or higher  Performing well	 Group staff sickness 3.9% Target: 3.2% or lower  Watch closely	 Group voluntary staff turnover 7.9% Target: 14% or lower  Performing well
 Employee engagement (GPTW) Target: 68% or higher Next survey results available in Q4	 Grade 12 and above - Disabled 5.8% Target: 11% or higher  Needs attention	 Grade 12 and above - Ethnic origin 30.3% Target: 23% or higher  Performing well	 Grade 12 and above - LGBT+ 6.1% Target: 7% or higher  Watch closely	 Grade 12 and above - Women 46.2% Target: 47% or higher  Watch closely

 Leadership Equity & Diversity

 WHAT YOU NEED TO KNOW

Operating margin
This shows how much money we have left after paying the costs of maintaining homes and running our organisation. It is a measure of how well our day-to-day business is performing. When our operating margin is above target, it means our business is more efficient, helping to generate the resources needed to maintain existing homes, invest in new homes and remain financially resilient.

Liquidity
Liquidity measures how long we can continue to meet our financial commitments using the cash and funding available to us. Being above target means we have the resources to deliver our business plan, invest in homes and build new ones whilst managing unexpected challenges like increased prices for fuel or materials due to global conflict.

Interest cover
We continue to demonstrate strong performance for percentage interest cover. This measure makes sure that we are able to pay the interest on the various loans that support our work.

Staff sickness
So far this year our staff sickness rate has been 3.9% which is above our 3.2% target. This is an improvement on our 2025/26 end of year position of 4%. We're working to improve services for residents by investing more in wellbeing initiatives and support for colleagues and managers.

Staff turnover
Our voluntary staff turnover rate measures the number of colleagues resigning. This was well within our target range and a healthy sign that our colleagues are choosing to stay with us. This helps us maintain a stable team and deliver consistent services to residents.

Leadership Equity and Diversity
We are working to to build a leadership team that better reflects the diversity of residents and our colleagues. While we have met our target for ethnic diversity, we continue to focus on improving representation in other areas. We have a number of initiatives in place such as our 3Es (Exposure, Experience, Education) programme to help improve participants ability to progress.