

# HOW WE ARE PERFORMING

Q3 2025/26 (October 2025 - December 2025)

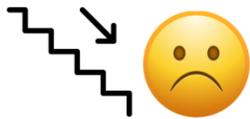


Community, connecting, and collaboration

# Key areas of performance

On the following pages, we have set out key areas of performance for the 3 months ending 31<sup>st</sup> December 2025.

	Performance at or above expected level
	Performance slightly below expected level
	Performance below expected level
	Performance Improving
	Performance maintained
	Performance deteriorating

	Annual projected performance improved
	Annual projected performance deteriorated
<b>N/A</b>	Data not available
<b>Trend</b>	Against 24-25 data
<b>Forecast Full Year Movement</b>	Against 24-25 data
<b>Status</b>	Against 25-26 Target or Forecast for the full year

EPIC includes both targets and measures in its suite of key performance areas. Targets are specific goals, defining the desired level of achievement required. Measures track performance and are useful to spot movements that require more in depth analysis.

# Key areas of performance reported to Board



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

24-25 Performance	25-26 Target	Q3 2025/26 Performance	Forecast Full Year Movement	Status
31.25	N/A	29.80		



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

24-25 Performance	25-26 Target	Q3 2025/26 Performance	Forecast Full Year Movement	Status
0.73	N/A	0.00		



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

24-25 Performance	25-26 Target	Q3 2025/26 Performance	Forecast Full Year Movement	Status
13.75	N/A	9.45		



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

24-25 Performance	25-26 Target	Q3 2025/26 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

24-25 Performance	25-26 Target	Q3 2025/26 Performance	Forecast Full Year Movement	Status
3.62	N/A	1.45		



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

24-25 Performance	25-26 Target	Q3 2025/26 Performance	Trend	Status
100%	100%	100%		



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

24-25 Performance	25-26 Target	Q3 2025/26 Performance	Trend	Status
100.12%	>99%	98.75% <sup>1</sup>		



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

24-25 Performance	25-26 Target	Q3 2025/26 Performance	Trend	Status
2.08%	<2.5%	2.76% <sup>1</sup>		

<sup>1</sup> Due to the festive shutdown and three bank holidays, tenants didn't have the ability to make rent payments over the phone, which in turn impacted the revenue collected.

# 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

24-25 Performance	25-26 Target	Q3 2025/26 Performance	Trend	Status
2.15%	<2.20%	1.35%	↓	✓



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

24-25 Performance	25-26 Target	Q3 2025/26 Performance	Trend	Status
0.07%	0%	0.00%	↔	✓



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

24-25 Performance	25-26 Target	Q3 2025/26 Performance	Trend	Status
94.81%	>95.00%	93.20% <sup>2</sup>	↑	✗



The percentage of emergency repairs that were completed on time

24-25 Performance	25-26 Target	Q3 2025/26 Performance	Trend	Status
100%	100%	100%	↔	✓

<sup>2</sup> As a result of more regular visits to properties, we are seeing an increase in the number of repairs logged

# 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

24-25 Performance	25-26 Target	Q3 2025/26 Performance	Trend	Status
99.93%	100%	99.85% <sup>3</sup>	↓	✘



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

24-25 Performance	25-26 Target	Q3 2025/26 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

24-25 Performance	25-26 Target	Q3 2025/26 Performance	Trend	Status
100%	100%	100%	↔	✔



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

24-25 Performance	25-26 Target	Q3 2025/26 Performance	Trend	Status
100%	100%	100%	↔	✔

<sup>3</sup>Two properties were awaiting a gas safety certificate as at 31st December 2025. One was completed in January 2026 and one is still outstanding.

# 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

24-25 Performance	25-26 Target	Q3 2025/26 Performance	Trend	Status
100%	100%	100%	↔	✓



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

24-25 Performance	25-26 Target	Q3 2025/26 Performance	Trend	Status
27.17	<27	26.22	↓	✓



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

24-25 Performance	25-26 Target	Q3 2025/26 Performance	Trend	Status
£4,657	<£4,857	£4,552	↓	✓



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

24-25 Performance	25-26 Target	Q3 2025/26 Performance	Trend	Status
0.55%	<1.0%	0.39%	↓	✓

# Key areas of performance reported to Board



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

24-25 Performance	25-26 Target	Q3 2025/26 Performance	Trend	Status
0	0	0	↔	✅



The number of staff who have left EPIC

24-25 Performance	25-26 Target	Q3 2025/26 Performance	Forecast Full Year Movement	Status
8.33%	N/A	2.78%	↗	😊



The percentage of training that staff have completed on time

24-25 Performance	25-26 Target	Q3 2025/26 Performance	Forecast Full Year Movement	Status
97.03%	N/A	98.84%	↗	😊



The number of followers on Facebook

24-25 Performance	25-26 Target	Q3 2025/26 Performance	Forecast Full Year Movement	Status
933	N/A	987	↗	😊

# Key areas of performance reported to Board



The number of followers on Instagram

24-25 Performance	25-26 Target	Q3 2025/26 Performance	Forecast Full Year Movement	Status
24	N/A	59		



The number of followers on LinkedIn

24-25 Performance	25-26 Target	Q3 2025/26 Performance	Forecast Full Year Movement	Status
780	N/A	901		