

HOW WE ARE PERFORMING

End of March 2026

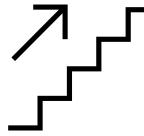

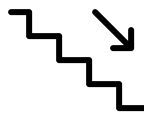



Community, connecting, and collaboration

Key areas of performance

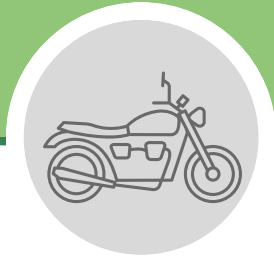
On the following pages, we have set out key areas of performance for the 12 months ending 31 March 2026.

| | |
|---|---|
|  | 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 |
| N/A | Data not available |
| Trend | Against 24-25 data |
| Forecast Full Year Movement | Against 24-25 data |
| Status | 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 | 25/26 performance | Forecast full year movement | Status |
|-------------------|--------------|-------------------|-----------------------------|--------|
| 31.25 | N/A | 41.55 | | |



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

| 24-25 performance | 25-26 target | 25/26 performance | Forecast full year movement | Status |
|-------------------|--------------|-------------------|-----------------------------|--------|
| 0.73 | N/A | 0.73 | | |



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

| 24-25 performance | 25-26 target | 25/26 performance | Forecast full year movement | Status |
|-------------------|--------------|-------------------|-----------------------------|--------|
| 13.75 | N/A | 18.17 | | |



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 | 25/26 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 Performance | 25-26 target | 25/26 performance | Forecast full year movement | Status |
|-------------------------------------|--------------|-------------------|-----------------------------|--------|
| 3.62 | N/A | 2.91 | | |



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 | 25/26 performance | Trend | Status |
|-------------------|--------------|-------------------|-------|--------|
| 100% | 100% | 100% | | |



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

| 24-25 performance | 25-26 target | 25/26 performance | Trend | Status |
|-------------------|--------------|-------------------|-------|--------|
| 100.12% | >99% | 99.05% | | |



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 | 25/26 performance | Trend | Status |
|-------------------|--------------|--------------------|-------|--------|
| 2.08% | <2.5% | 2.55% ¹ | | |

¹ This was partly due to an outstanding rent balance that we were actively working to collect during the year. This has now been fully paid off in April and May 2026.

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 | 25/26 performance | Trend | Status |
|-------------------|--------------|-------------------|-------|--------|
| 2.15% | <2.20% | 1.52% | ↑ | ✓ |



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 | 25/26 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 | 25/26 performance | Trend | Status |
|-------------------|--------------|---------------------|-------|--------|
| 94.81% | >95.00% | 93.65% ² | ↓ | ✗ |



The percentage of emergency repairs that were completed on time

| 24-25 performance | 25-26 target | 25/26 performance | Trend | Status |
|-------------------|--------------|-------------------|-------|--------|
| 100% | 100% | 100% | ↔ | ✓ |

² 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 | 25/26 performance | Trend | Status |
|-------------------|--------------|---------------------|-------|--------|
| 99.93% | 100% | 99.85% ³ | ↓ | ✘ |



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 | 25/26 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 | 25/26 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 | 25/26 performance | Trend | Status |
|-------------------|--------------|-------------------|-------|--------|
| 100% | 100% | 100% | ↔ | ✔ |

³Two properties were awaiting a gas safety certificate as at 31 March 2026. One was completed in April 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 | 25/26 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 | 25/26 performance | Trend | Status |
|-------------------|--------------|--------------------|-------|--------|
| 27.17 | <27 | 30.29 ⁴ | ↓ | ✗ |



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

| 24-25 performance | 25-26 Target | 25/26 performance | Trend | Status |
|-------------------|--------------|---------------------|-------|--------|
| £4,657 | <£4,857 | £5,100 ⁴ | ↓ | ✗ |



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

| 24-25 performance | 25-26 Target | 25/26 performance | Trend | Status |
|-------------------|--------------|-------------------|-------|--------|
| 0.55% | <1.0% | 0.49% | ↑ | ✓ |

⁴During the final quarter of 2025/26, we saw an increase in the number of properties becoming vacant that required substantial work completing before these could be re-let

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 | 25/26 performance | Trend | Status |
|-------------------|--------------|-------------------|-------|--------|
| 0 | 0 | 0 | ↔ | ✅ |



The number of staff who have left EPIC

| 24-25 performance | 25-26 target | 25/26 performance | Forecast full year movement | Status |
|-------------------|--------------|-------------------|-----------------------------|--------|
| 8.33% | N/A | 5.4% | ↗ | 😊 |



The percentage of training that staff have completed on time

| 24-25 performance | 25-26 target | 25/26 performance | Forecast full year movement | Status |
|-------------------|--------------|-------------------|-----------------------------|--------|
| 97.03% | N/A | 99.05% | ↗ | 😊 |



The number of followers on Facebook

| 24-25 performance | 25-26 target | 25/26 performance | Forecast full year movement | Status |
|-------------------|--------------|-------------------|-----------------------------|--------|
| 933 | N/A | 1,062 | ↗ | 😊 |

Key areas of performance reported to Board



The number of followers on Instagram

| 24-25 performance | 25-26 target | 25/26 performance | Forecast full year movement | Status |
|-------------------|--------------|-------------------|-----------------------------|--------|
| 24 | N/A | 71 | | |



The number of followers on LinkedIn

| 24-25 performance | 25-26 target | 25/26 performance | Forecast full year movement | Status |
|-------------------|--------------|-------------------|-----------------------------|--------|
| 780 | N/A | 948 | | |