

HOW WE ARE PERFORMING

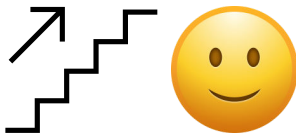
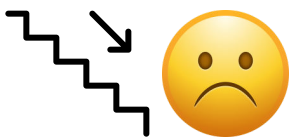
Q1 2026/27 (April 2026 – June 2026)



Community, connecting, and collaboration

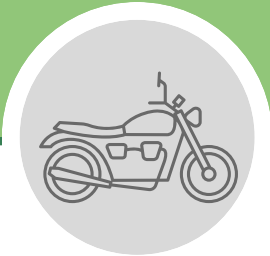
Key areas of performance

On the following pages, we have set out key areas of performance for the 12 months ending 31 March 2027.

	Performance at or above expected level		Annual projected performance improved
	Performance slightly below expected level		Annual projected performance deteriorated
	Performance below expected level	N/A	Data not available
	Performance improving	Trend	Against 25 - 26 data
	Performance maintained	Forecast Full Year Movement	Against 25 - 26 data
	Performance deteriorating	Status	Against 26 - 27 Target or Forecast for the full year

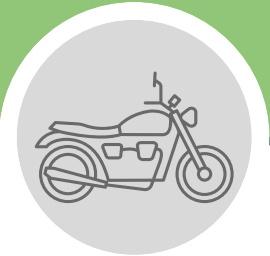
EPIC includes both targets and measures in its suite of key performance areas. Targets are specific goals, defining the desired level of achievement required. Measures track performance and are useful to spot movements that require more in depth analysis.

Key areas of performance reported to Board



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

25 – 26 performance	26 – 27 target	26/27 performance	Forecast full year movement	Status
41.58	N/A	8.03		



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

25 – 26 performance	26 – 27 target	26/27 performance	Forecast full year movement	Status
0.73	N/A	0		



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

25 – 26 performance	26 – 27 target	26/27 performance	Forecast full year movement	Status
18.23	N/A	5.11		



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

25 – 26 performance	26 – 27 target	26/27 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

25 – 26 performance	26 – 27 target	26/27 performance	Forecast full year movement	Status
2.92	N/A	1.46		



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

25 – 26 performance	26 – 27 target	26/27 performance	Trend	Status
100%	100%	100%		



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

25 – 26 performance	26 – 27 target	26/27 performance	Trend	Status
99.05%	>99%	97.44% ¹		



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

25 – 26 performance	26 – 27 target	26/27 performance	Trend	Status
2.55%	<2.5%	2.78% ²		

¹ and ² Rent collection was below target due to temporary reduced resource internally and delayed payments from a third party which our finance and housing teams are working together to resolve.

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

25 – 26 performance	26 – 27 target	26/27 performance	Trend	Status
1.52%	<2%	1.23%	↑	✓



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

25 – 26 performance	26 – 27 target	26/27 performance	Trend	Status
0%	0%	0%	↔	✓



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

25 – 26 performance	26 – 27 target	26/27 performance	Trend	Status
93.65%	>95%	92.60% ³	↓	✗



The percentage of emergency repairs that were completed on time

25 – 26 performance	26 – 27 target	26/27 performance	Trend	Status
100%	100%	100%	↔	✓

³ 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

25 – 26 performance	26 – 27 target	26/27 performance	Trend	Status
99.85%	100%	99.43% ⁴	↓	✗



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

25 – 26 performance	26 – 27 target	26/27 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

25 – 26 performance	26 – 27 target	26/27 performance	Trend	Status
100%	100%	100%	↔	✓



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

25 – 26 performance	26 – 27 target	26/27 performance	Trend	Status
100%	100%	100%	↔	✓

⁴ Eight properties were awaiting a gas safety certificate as at 30 June 2026, due to ongoing difficulties gaining access to the properties. Five have since been completed and three are 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

25 – 26 performance	26 – 27 target	26/27 performance	Trend	Status
100%	100%	100%	↔	✓



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

25 – 26 performance	26 – 27 target	26/27 performance	Trend	Status
30.29	<27	30.96 ⁵	↓	✗



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

25 – 26 performance	26 – 27 target	26/27 performance	Trend	Status
£5,100	<£4,700	£5,007 ⁶	↑	✗



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

25 – 26 performance	26 – 27 target	26/27 performance	Trend	Status
0.49%	<0.5%	0.38%	↑	✓

⁵ and ⁶ During the first quarter of 2026/27, 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

25 - 26 performance	26 - 27 target	26/27 performance	Trend	Status
0	0	1 ⁷	↓	✖



The number of staff who have left EPIC

25 - 26 performance	26 - 27 target	26/27 performance	Forecast full year movement	Status
5.40%	N/A	2.70%	↘	😞



The percentage of training that staff have completed on time

25 - 26 performance	26 - 27 target	26/27 performance	Forecast full year movement	Status
99.05%	N/A	98.68%	↘	😞



The number of followers on Facebook

25 - 26 performance	26 - 27 target	26/27 performance	Forecast full year movement	Status
1,062	N/A	1,122	↗	😊

⁷This is due to a tenant tampering with their boiler, making it unsafe.

Key areas of performance reported to Board



The number of followers on Instagram

25 – 26 performance	26 – 27 target	26/27 performance	Forecast full year movement	Status
71	N/A	78		



The number of followers on LinkedIn

25 – 26 performance	26 – 27 target	26/27 performance	Forecast full year movement	Status
948	N/A	985		