

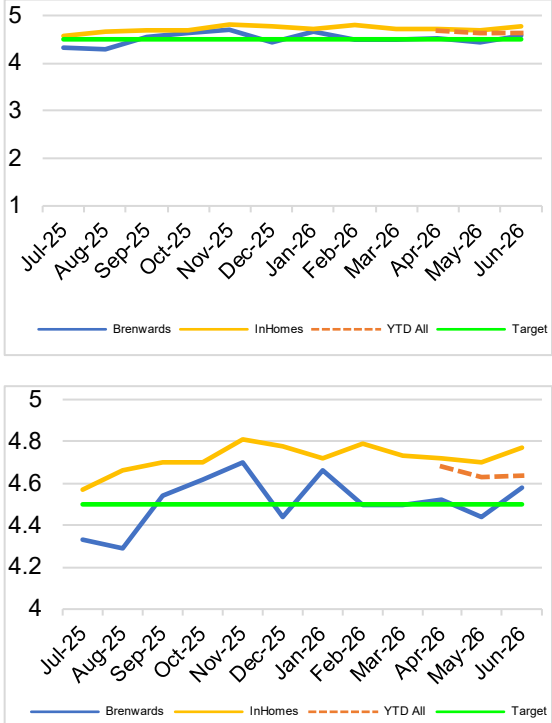
Performance KPI Scorecard June 2026

Regulatory Standard	Measure	Target	June 2026	June 2025	YTD (From Apr 2026)	Trend from May 2026	Trendlines – monthly values	Commentary/narrative (RAG Rating on YTD)
Safety and Quality Standard	Routine Repairs Completed in Target	90%	97.22%	94.65%	96.12%	↑ 1.81%	Legend: 2025/26 (Monthly) (Orange line with 'x'), 2026/27 (Monthly) (Blue line with 'x'), 2026/27 (YTD) (Blue line with circle), Target (Green dashed line).	In June we completed 1330 routine responsive repairs, with 97.22% completed in target. iNHomes completed 99.34% of their routine repairs in target. Brenwards completed 96.69% of their routine repairs in target.
Safety and Quality Standard	Emergency Repairs Completed in Target	100%	100%	100%	99.91%	↑ 0.32%	Legend: 2025/26 (Monthly) (Orange line with 'x'), 2026/27 (Monthly) (Blue line with 'x'), 2026/27 (YTD) (Blue line with circle), Target (Green dashed line).	In June we completed 419 emergency responsive repairs and achieved 100% for completion in target. iNHomes and Brenwards both completed 100% of their emergency repairs in target in June.

Regulatory Standard	Measure	Target	June 2026	June 2025	YTD (From Apr 2026)	Trend from May 2026	Trendlines – monthly values	Commentary/narrative (RAG Rating on YTD)
Safety and Quality Standard	Urgent Repairs Completed in Target	98%	98.75%	95.9%	97.61%	↑ 2.75%	100.00% 95.00% 90.00% 85.00% 80.00% Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar —x— 2025/26 (Monthly) —x— 2026/27 (Monthly) —●— 2026/27 (YTD) - - - - Target	In June we completed 160 urgent responsive repairs. 98.75% of these repairs were completed in target. iNHomes completed 100% of their urgent jobs in target. Brenwards completed 99% of their urgent repairs in target. One repair was completed out of target due to the repair initially being raised with the incorrect priority but was attended to as soon as contractor had availability.
Safety and Quality Standard	Decent Homes Standard	100%	100%	100%	100%	↔ 0%	100% 80% 60% 40% 20% 0% Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar —x— 2025/26 —x— 2026/27 - - - - Target	Our Decent Homes Standard has remained steady at 100% for over three years since February 2023. There are currently 73 tenant refusals.

Regulatory Standard	Measure	Target	June 2026	June 2025	YTD (From Apr 2026)	Trend from May 2026	Trendlines – monthly values	Commentary/narrative (RAG Rating on YTD)																		
Safety and Quality Standard	EPC Below C	Reduction	1323	-		886	<table><caption>Number of properties (Monthly values)</caption><tr><th>Month</th><th>Number of properties</th></tr><tr><td>Mar-25</td><td>630</td></tr><tr><td>May-25</td><td>560</td></tr><tr><td>Jul-25</td><td>550</td></tr><tr><td>Sep-25</td><td>530</td></tr><tr><td>Nov-25</td><td>510</td></tr><tr><td>Jan-26</td><td>480</td></tr><tr><td>Mar-26</td><td>430</td></tr><tr><td>May-26</td><td>1323</td></tr></table>	Month	Number of properties	Mar-25	630	May-25	560	Jul-25	550	Sep-25	530	Nov-25	510	Jan-26	480	Mar-26	430	May-26	1323	
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Satisfaction Scorecard June 2026

Regulatory standard	Measure	Average score (June 26)	Target	% of 4s & 5s	YTD Average score	Trend last 12 months – monthly values	Commentary/narrative
Safety and Quality Standard	Thinking about your recent repair, overall, how satisfied are you with the repairs service? Please select a score where 1 is very dissatisfied and 5 is very satisfied.	4.68 Bre: 4.58 InH: 4.77	4.5	91.4%	4.65 Bre: 4.52 InH: 4.73	 The top chart displays monthly satisfaction scores from July 2025 to June 2026. The y-axis ranges from 1 to 5. Brenwards (blue line) starts at approximately 4.3, fluctuates, and ends at 4.52. InHomes (orange line) starts at approximately 4.5, peaks at 4.8 in November 2025, and ends at 4.73. The YTD All (dashed orange line) and Target (green line) are both at 4.5. The bottom chart displays monthly satisfaction scores from July 2025 to June 2026. The y-axis ranges from 4.0 to 5.0. Brenwards (blue line) starts at approximately 4.3, fluctuates, and ends at 4.52. InHomes (orange line) starts at approximately 4.5, peaks at 4.8 in November 2025, and ends at 4.73. The YTD All (dashed orange line) and Target (green line) are both at 4.5.	In June we received 295 responses to 1459 surveys delivered, a 21.9% response rate. There were 16 scores of one and two. Eight for Brenwards, six for iNHomes and two for other contractors. Comments were a mixture of dissatisfaction with the operatives, the work quality being poor and insufficient communication about the work. On the other hand, high scores received display operatives as polite, efficient and effectively getting the job done.