Corporate Strategy - Group Board Scorecard

Quarter 1 2024-2025

We know our customers



Actual 69%

90% Target

% of customers who say they are satisfied with Gentoo's overall



Actual 73.7%

90%

Target

% of customers who are satisfied with Gentoo's repairs service



Actual 61.5%

90%

Target

% of customers who are satisfied that Gentoo makes a positive contribution to their neighbourhood



Actual 76.6%

90%

Target

% of customers who say they agree that Gentoo treats them fairly and with respect

We provide great homes



Actual 100%

Target

% of eligible properties with a current Landlord Gas Safety Record



Actual 99.11%

100%

Target

% of domestic properties with a current electrical installation condition report



Actual 100%

> 100% Target

% of non-domestic properties with a current fire risk assessment



Actual 99.9%

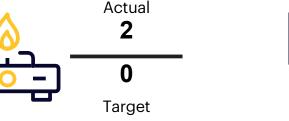
100%

Target

% of homes that meet the requirements of the Decent Homes Standard³



Number of overdue remedial



actions arising from a Landlord Gas Safety Check



Actual 35

Target

Number of overdue remedial actions arising from a domestic electrical installation condition report



Actual Target

Number of overdue actions arising from a fire risk assessment



Actual 17 31

Year to date target

Number of new homes sold by Gentoo Homes¹



Actual 14

10

Year to date target

Number of new homes built for affordable rent and shared ownership²



Actual 74.5%

> **70%** Target

% of homes with an energy performance rating of C or above

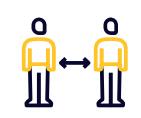
We are a great place to work



Actual 69%

85% Target

% of colleagues who would recommend Gentoo as a great place to work



Actual 2.1%

2.5%

Year to date target

Colleague turnover rate 4



Actual 82%

85% **Target**

% of colleagues who believe Gentoo is committed to their health and safety

We spend our money wisely



Overall operating margin



margin

Social housing lettings operating

Actual

24%

20%

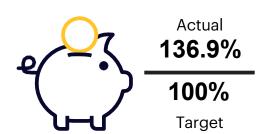
Target

Actual

25.5%

25%

Target



EBITDA MRI IC

We are well governed





Actual 3

Number of Housing Ombudsman Service Failure Notices received



Actual 0 0

Target

Number of Housing Ombudsman Maladministration Notices received



received

Target Number of Housing Ombudsman Severe Maladministration Notices

Actual

0

0

- 1 The full year target for new homes sold by Gentoo Homes is 135
- 2 The full year target for new homes built for affordable rent and shared ownership is 177
- 3 This does not include homes that the Group does not need to report to the Regulator of Social Housing as not meeting the requirements of the Decent Homes Standard due to tenant refusal
- 4 The full year target for colleague turnover rate is 10%