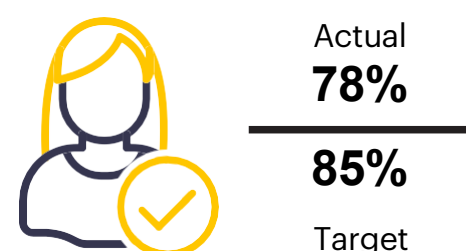


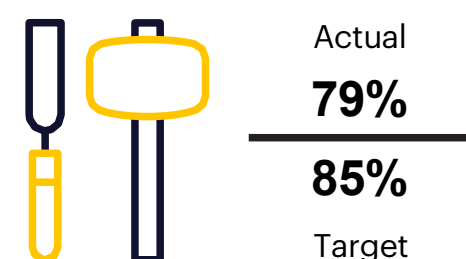
Corporate Strategy - Group Board Scorecard

Quarter 4 2023/2024

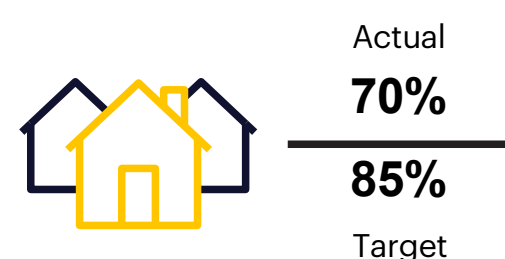
We know our customers



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

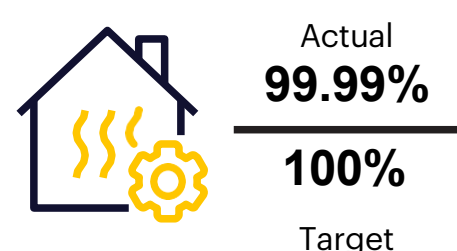


% of customers who are satisfied with Gentoo's repairs service

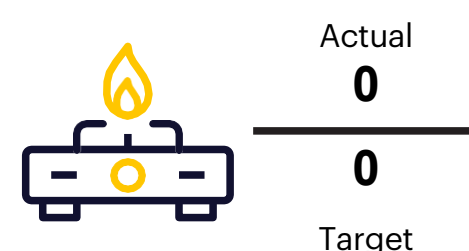


% of customers who are satisfied that Gentoo makes a positive contribution to their neighbourhood

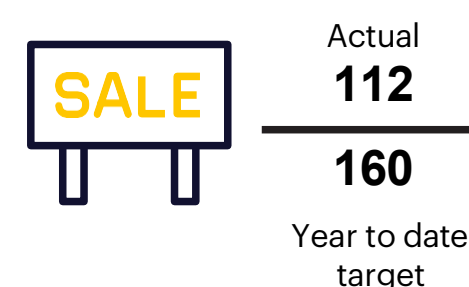
We provide great homes



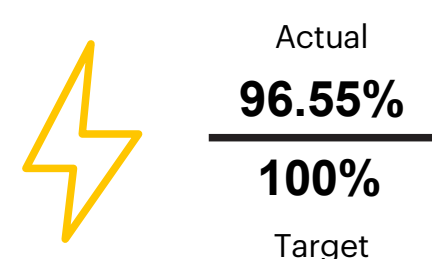
% of eligible properties with a current Landlord Gas Safety Record



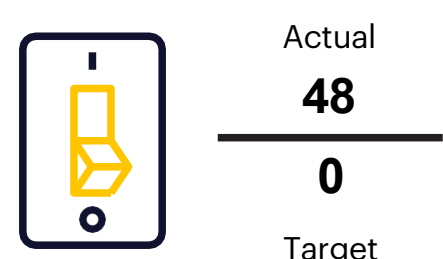
Number of overdue remedial actions arising from a Landlord Gas Safety Check



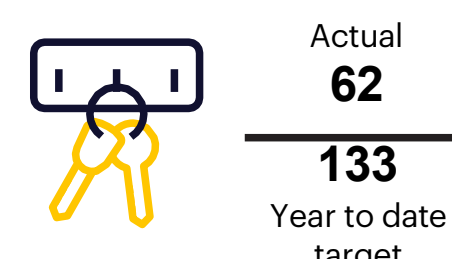
Number of new homes sold by Gentoo Homes¹



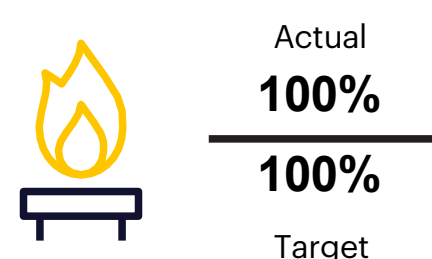
% of domestic properties with a current electrical installation condition report



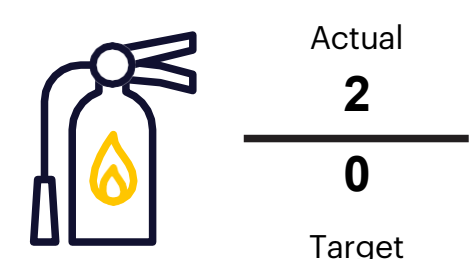
Number of overdue remedial actions arising from a domestic electrical installation condition report



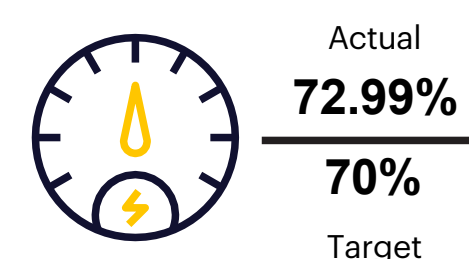
Number of new homes built for affordable rent and shared ownership²



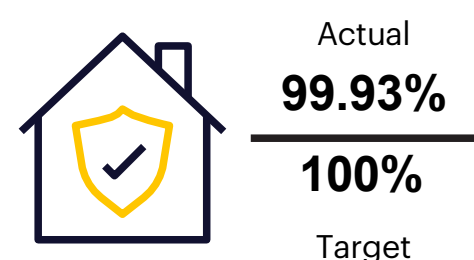
% of non-domestic properties with a current fire risk assessment



Number of overdue actions arising from a fire risk assessment

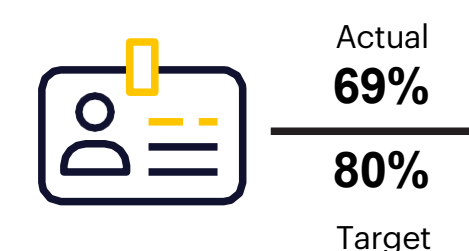


% of homes with an energy performance rating of C or above

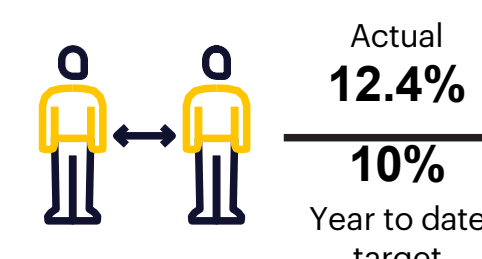


% of homes that meet the requirements of the Decent Homes Standard³

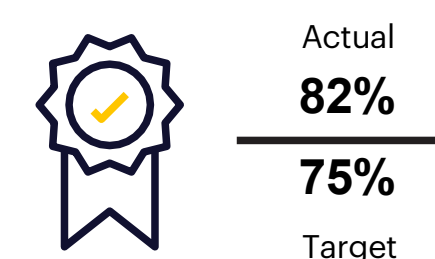
We are a great place to work



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

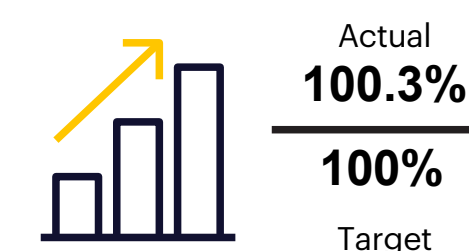


Colleague turnover rate⁴

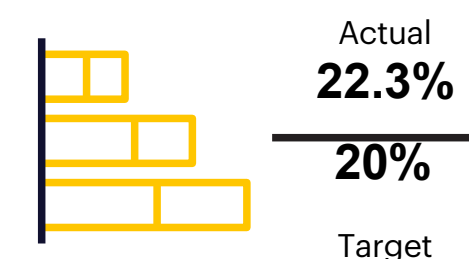


% of colleagues who believe Gentoo is committed to their health and safety

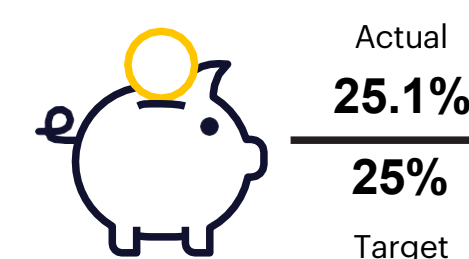
We spend our money wisely



Overall operating margin



Social housing lettings operating margin



EBITDA MRI IC

1 - The full year target for new homes sold by Gentoo Homes is 160

2 - The full year target for new homes built for affordable rent and shared ownership is 133

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%