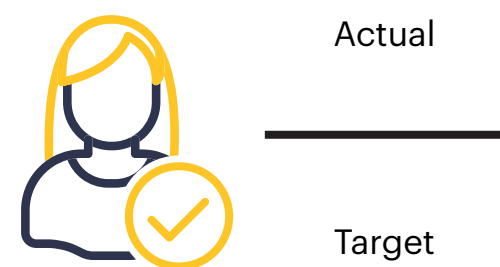


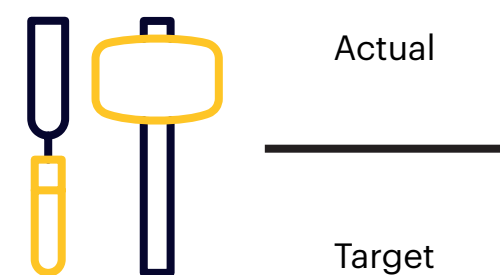
Corporate Strategy

- Group Board Scorecard

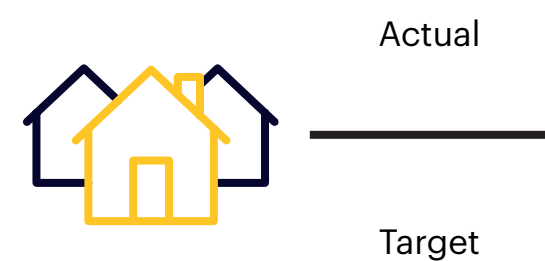
We know our customers



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



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

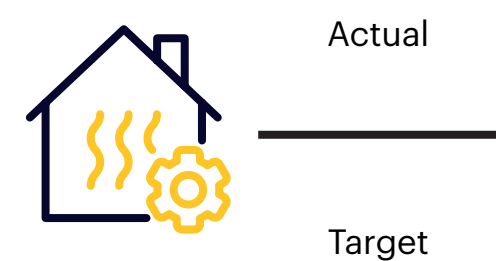


% of customers who are satisfied that Gentoo makes a positive contribution to their neighbourhood



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

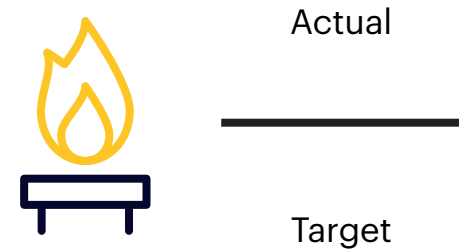
We provide great homes



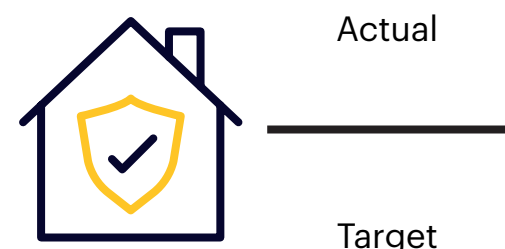
% of eligible properties with a current Landlord Gas Safety Record



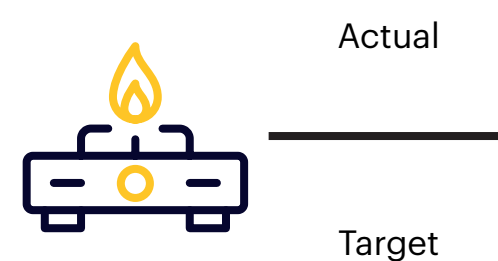
% of domestic properties with a current electrical installation condition report



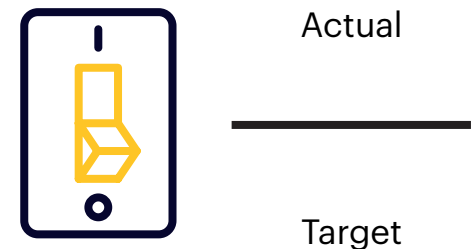
% of non-domestic properties with a current fire risk assessment



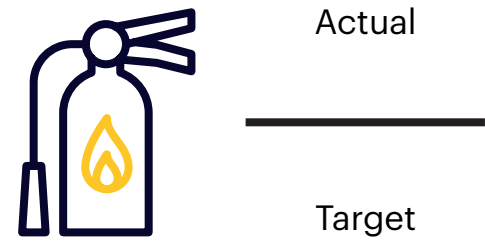
% of homes that meet the requirements of the Decent Homes Standard³



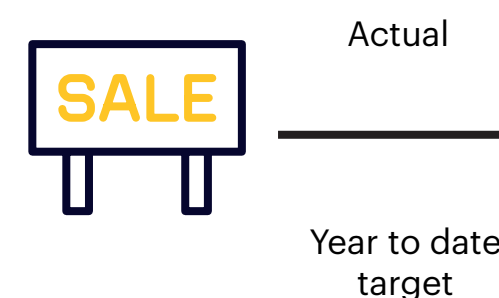
Number of overdue remedial actions arising from a Landlord Gas Safety Check



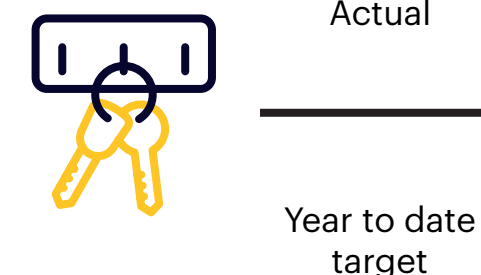
Number of overdue remedial actions arising from a domestic electrical installation condition report



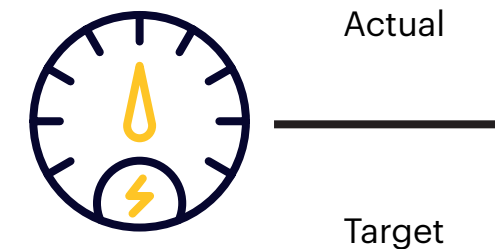
Number of overdue actions arising from a fire risk assessment



Number of new homes sold by Gentoo Homes¹

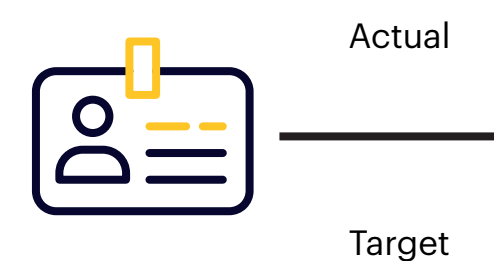


Number of new homes built for affordable rent and shared ownership²

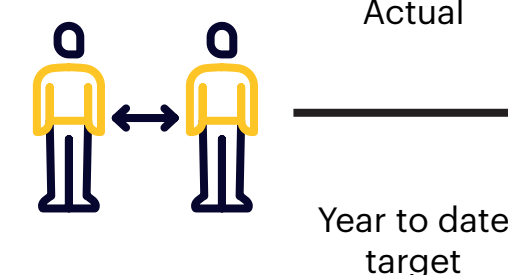


% of homes with an energy performance rating of C or above

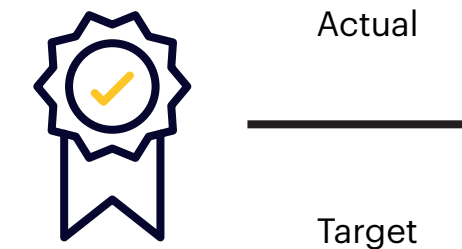
We are a great place to work



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

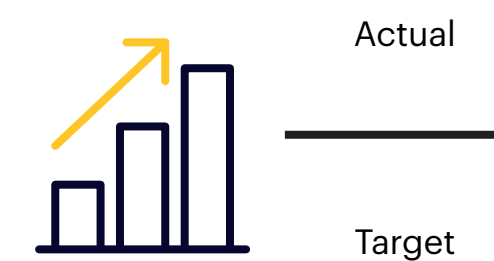


Colleague turnover rate⁴



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

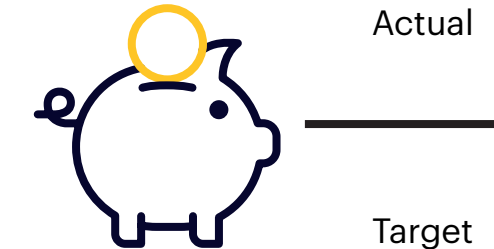
We spend our money wisely



Overall operating margin



Social housing lettings operating margin



EBITDA MRI IC

We are well governed



Number of Housing Ombudsman Service Failure Notices received



Number of Housing Ombudsman Maladministration Notices received



Number of Housing Ombudsman Severe Maladministration Notices received