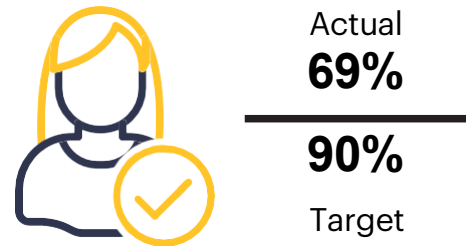


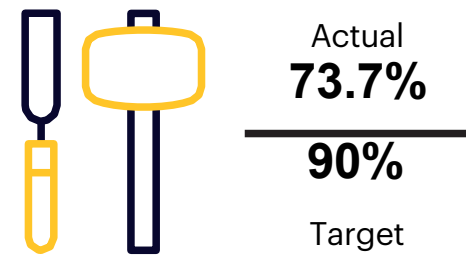
# Corporate Strategy - Group Board Scorecard

## Quarter 1 2024-2025

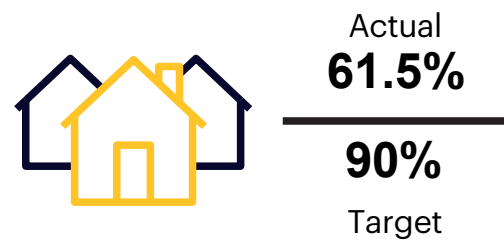
### We know our customers



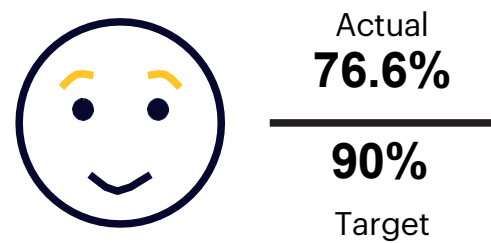
% of customers who say they are satisfied with Gentoo's overall service



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

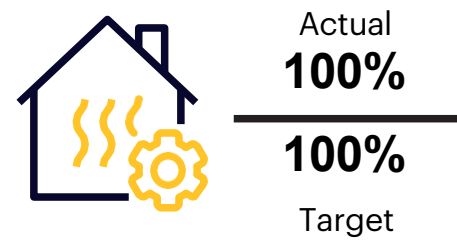


% of customers who are satisfied that Gentoo makes a positive contribution to their neighbourhood

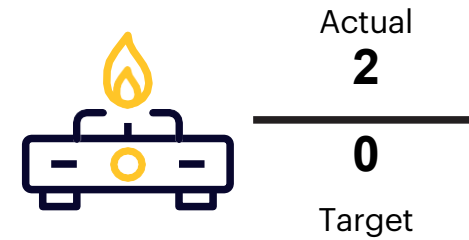


% of customers who say they agree that Gentoo treats them fairly and with respect

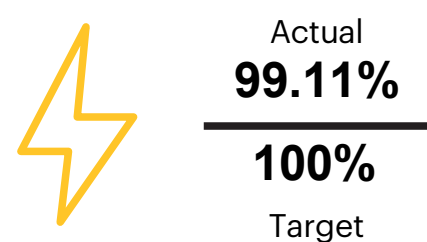
### We provide great homes



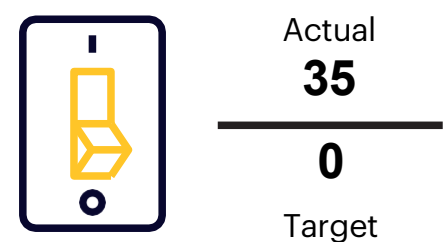
% of eligible properties with a current Landlord Gas Safety Record



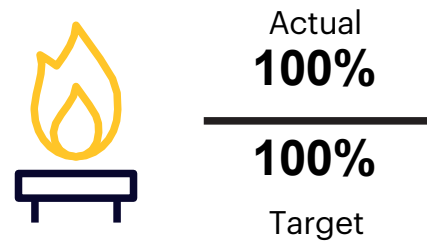
Number of overdue remedial actions arising from a Landlord Gas Safety Check



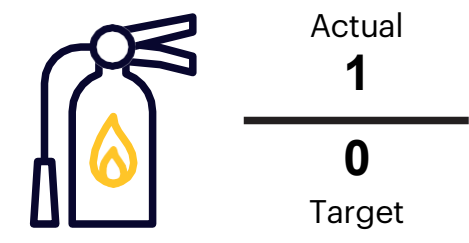
% of domestic properties with a current electrical installation condition report



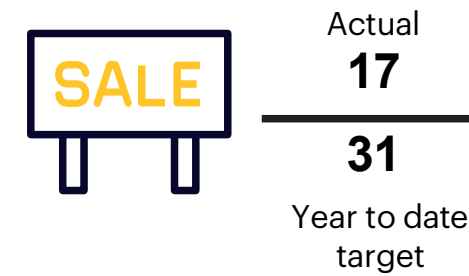
Number of overdue remedial actions arising from a domestic electrical installation condition report



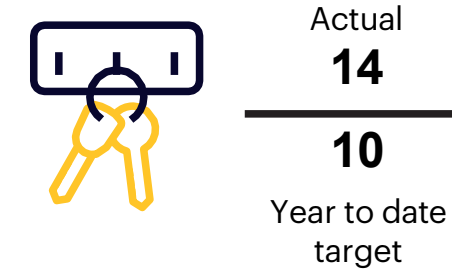
% of non-domestic properties with a current fire risk assessment



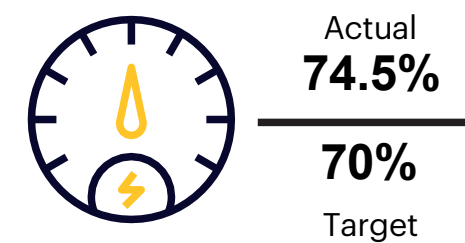
Number of overdue actions arising from a fire risk assessment



Number of new homes sold by Gentoo Homes<sup>1</sup>

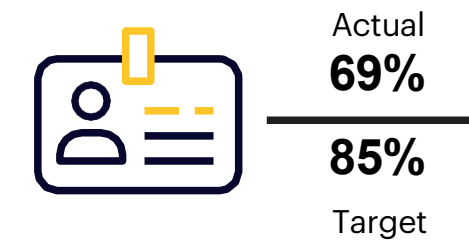


Number of new homes built for affordable rent and shared ownership<sup>2</sup>

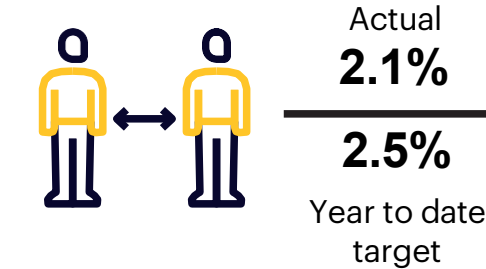


% of homes with an energy performance rating of C or above

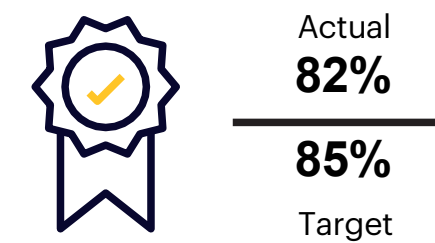
### We are a great place to work



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

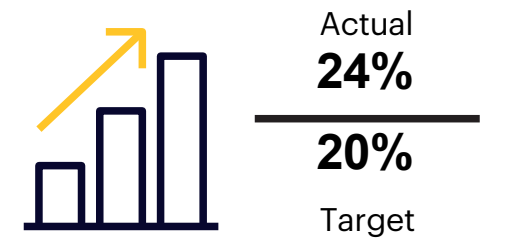


Colleague turnover rate<sup>4</sup>

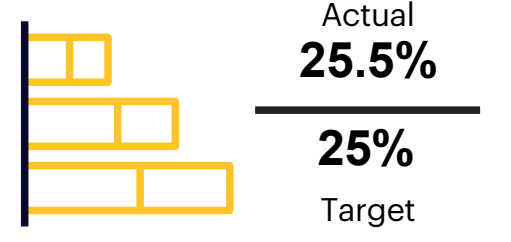


% of colleagues who believe Gentoo is committed to their health and safety

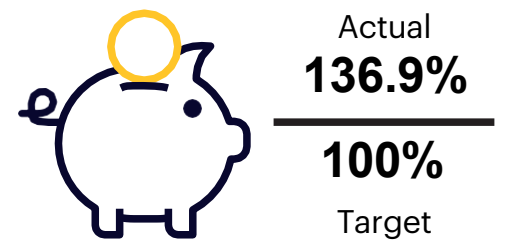
### We spend our money wisely



Overall operating margin



Social housing lettings operating margin



EBITDA MRI IC

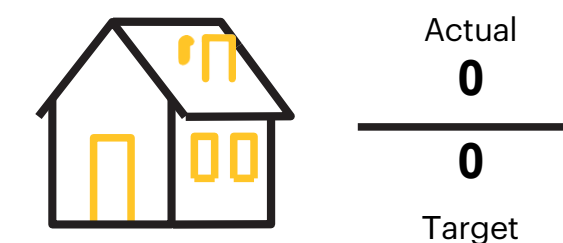
### We are well governed



Number of Housing Ombudsman Service Failure Notices received



Number of Housing Ombudsman Maladministration Notices received



Number of Housing Ombudsman Severe Maladministration Notices received

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%