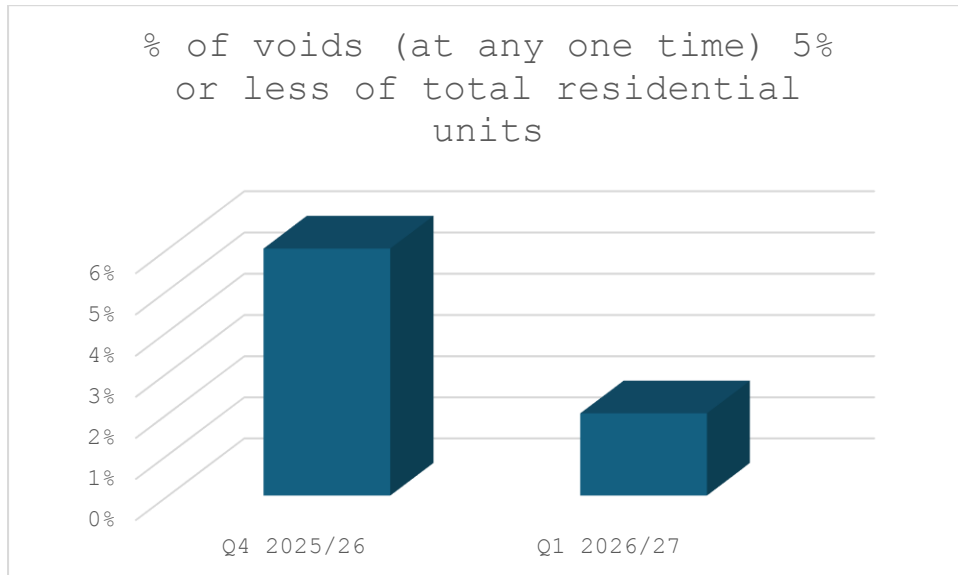


APPENDIX A - Crown House KPIs for 2026/27

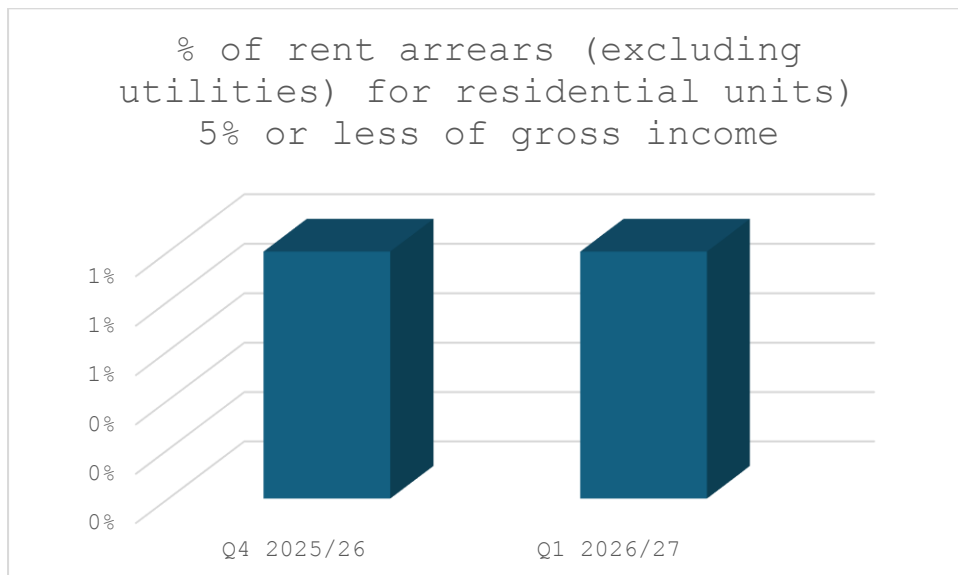
KPI : Percentage of voids (at any one time)

Performance measure: 5% or less of total residential units



KPI : Rent arrears (excluding utilities)

Performance measure: 5% or less of total gross income



KPI : New tenancies (time taken to let)

Performance Measure: 20 working days (allowing for references and works between tenancies)

