



Performance Information

June 2026

This table shows how we're performing across all key parts of the business. Our reporting year runs between April and March.

Measures are colour coded in the 'On Track?' column, depending on how far away from target they are:

Green - On target
Amber - Within 5% of target
Red - More than 5% away from target
Black - No target

Repairs and Property Safety

Key Performance Indicator	Description	Metric Period	Target	Actual	Variance	Commentary	On Track?
Gas Safety Checks Carried Out on Time	The total number of homes that have had a gas safety check completed within target timeframe, as a proportion of all homes requiring gas safety checks. This also communal gas boilers.	Full Year 2026/2027	100.00	99.96	-0.04	Gas Safety Checks Carried Out on Time was 99.96% in June 2026, 0.04 percentage points below the target of 100.00% and an increase of 0.08 percentage points compared with the previous month. This KPI is currently within 5% of target	●

Key Performance Indicator	Description	Metric Period	Target	Actual	Variance	Commentary	On Track?
Fire Safety Checks Carried Out on Time	The total number of homes in blocks requiring fire safety checks that have been completed within target, as a proportion of all homes in blocks requiring fire safety checks.	Full Year 2026/2027	100.00	99.38	-0.62	Fire Safety Checks Carried Out on Time was 99.38% in June 2026, 0.62 percentage points below the target of 100.00% and a reduction of 0.20 percentage points compared with the previous month. This KPI is currently within 5% of target	
Asbestos Checks Carried Out on Time	The total number of homes in blocks requiring asbestos management surveys and inspections that have been completed within target, as a proportion of all homes in blocks requiring asbestos management surveys and inspections.	Full Year 2026/2027	100.00	99.71	-0.29	Asbestos Checks Carried Out on Time was 99.71% in June 2026, 0.29 percentage points below the target of 100.00% and a reduction of 0.21 percentage points compared with the previous month. This KPI is currently within 5% of target	
Water Safety Checks Carried Out on Time	The total number of homes in blocks requiring water safety checks that have been completed within target, as a proportion of all homes in blocks requiring water safety checks.	Full Year 2026/2027	100.00	100.00	0.00	Water Safety Checks Carried Out on Time was 100.00% in June 2026, 0.00 percentage points above the target of 100.00% and was unchanged compared with the previous month. This KPI is currently on target	

Key Performance Indicator	Description	Metric Period	Target	Actual	Variance	Commentary	On Track?
Lift Safety Checks Carried Out on Time	The total number of homes in blocks where lifts that have had their safety check completed within target, as a proportion of all homes in blocks with lifts requiring safety checks.	Full Year 2026/2027	100.00	100.00	0.00	Lift Safety Checks Carried Out on Time was 100.00% in June 2026, 0.00 percentage points above the target of 100.00% and an increase of 11.98 percentage points compared with the previous month. This KPI is currently on target	●
Percentage of Customers Satisfied with Time to Wait for a Contracted Repair	The total number of customers who reported being satisfied with the time taken to wait for a contracted repair to be completed, as a proportion of all responses to the question. Customers are asked to rate their satisfaction with the time to wait out of 10, with satisfaction defined as scoring 7+ out of 10.	Full Year 2026/2027	65.00	76.60	11.60	Percentage of Customers Satisfied with Time to Wait for a Contracted Repair was 76.60% in June 2026, 11.60 percentage points above the target of 65.00% and a reduction of 6.01 percentage points compared with the previous month. This KPI is currently on target	●
Total Number of Category 1 and 2 Hazards HHSRS Reported by the Local Authority	The total number of category 1 and 2 hazards reported to Curo by the Local Authority, under the Housing Health and Safety Rating System (HHSRS). Category 1 and 2 are the most significant hazards in the system.	Full Year 2026/2027		12.00		Total Number of Category 1 and 2 Hazards HHSRS Reported by the Local Authority was 12 in June 2026. This was unchanged compared with the same period last year. This KPI does not have a target	●

Key Performance Indicator	Description	Metric Period	Target	Actual	Variance	Commentary	On Track?
New Emergency Hazards Reported per 1,000 Properties	The total number of emergency hazards (as defined in Awaab's law) reported as a proportion of all social homes. This is then multiplied by 1000 to allow for comparison across other social housing providers. An 'emergency hazard' poses an imminent and significant risk of harm to the health or safety of an occupier of the home.	Full Year 2026/2027		77.50		New Emergency Hazards Reported per 1,000 Properties was 77.50 in June 2026. This KPI does not have a target	●
New Significant Damp and Mould Hazards Reported per 1000 Properties	The total number of significant damp and mould hazards (as defined in Awaab's law) reported as a proportion of all social homes. This is then multiplied by 1000 to allow for comparison across other social housing providers. A 'significant hazard' is one that poses a significant risk of harm to the health or safety of an occupier of the social home	Full Year 2026/2027		3.93		New Significant Damp and Mould Hazards Reported per 1000 Properties was 3.93 in June 2026. This KPI does not have a target	●

Key Performance Indicator	Description	Metric Period	Target	Actual	Variance	Commentary	On Track?
Percentage of Emergency Hazards Resolved Within 24 Hours	The total number of emergency hazards that were investigated and made safe within 24 hours of Curo becoming aware of the potential hazard. An emergency hazard poses an imminent and significant risk of harm to the health or safety of an occupier of the social homes.	Full Year 2026/2027	90.00	96.67	6.67	Percentage of Emergency Hazards Resolved Within 24 Hours was 96.67% in June 2026, 6.67 percentage points above the target of 90.00% and an increase of 0.22 percentage points compared with the previous month. This KPI is currently on target	
Percentage of significant damp and mould hazards investigated within 10 working days	The total number of significant damp and mould hazards recorded where the investigation was completed within 10 working days of Curo becoming aware of the potential hazard, as a proportion of all completed investigations. A 'significant hazard' is one that poses a significant risk of harm to the health or safety of an occupier of the social home. A new damp and mould hazard is recorded where there is no existing live damp and mould case that has been or would be investigated under Awaab's Law.	Full Year 2026/2027	88.00	97.77	9.77	Percentage of significant damp and mould hazards investigated within 10 working days was 97.77% in June 2026, 9.77 percentage points above the target of 88.00% and an increase of 1.12 percentage points compared with the previous month. This KPI is currently on target	

Key Performance Indicator	Description	Metric Period	Target	Actual	Variance	Commentary	On Track?
Percentage of significant damp and mould repairs initiated within 5 working days	The total number of significant damp and mould hazards recorded where the repair works were started within 5 working days of investigation, as a proportion of all initiated repairs. A 'significant hazard' is one that poses a significant risk of harm to the health or safety of an occupier of the social home. A new damp and mould hazard is recorded where there is no existing live damp and mould case that has been or would be investigated under Awaab's Law.	Full Year 2026/2027	75.00	99.07	24.07	Percentage of significant damp and mould repairs initiated within 5 working days was 99.07% in June 2026, 24.07 percentage points above the target of 75.00% and an increase of 0.46 percentage points compared with the previous month. This KPI is currently on target	
Customer Satisfaction with Responsive Repair Works	The total number of customers who reported being satisfied with the service received following completion of a responsive repair, as a proportion of all responses to the question. Customers are asked to rate their satisfaction out of 10 through text message surveys, with satisfaction defined as scoring 7+ out of 10.	Full Year 2026/2027	89.80	92.47	2.67	Customer Satisfaction with Responsive Repair Works was 92.47% in June 2026, 2.67 percentage points above the target of 89.80% and a reduction of 1.84 percentage points compared with the previous month. This KPI is currently on target	

Key Performance Indicator	Description	Metric Period	Target	Actual	Variance	Commentary	On Track?
Customer Satisfaction with Curo's Gas and Home Safety Checks	The total number of customers who reported being satisfied with the service received during gas and home safety checks, as a proportion of all responses to the question. Customers are asked to rate their satisfaction out of 10 through text message surveys, with satisfaction defined as scoring 7+ out of 10.	Full Year 2026/2027	97.70	98.15	0.45	Customer Satisfaction with Curo's Gas and Home Safety Checks was 98.15% in June 2026, 0.45 percentage points above the target of 97.70% and a reduction of 0.16 percentage points compared with the previous month. This KPI is currently on target	●
Customer Satisfaction with Contracted Repair Works	The total number of customers who reported being satisfied with the service received following completion of a contracted repair, as a proportion of all responses to the question. Customers are asked to rate their satisfaction out of 10 through text message surveys, with satisfaction defined as scoring 7+ out of 10.	Full Year 2026/2027	81.50	84.62	3.12	Customer Satisfaction with Contracted Repair Works was 84.62% in June 2026, 3.12 percentage points above the target of 81.50% and a reduction of 3.38 percentage points compared with the previous month. This KPI is currently on target	●
Electrical Safety Checks Completed on Time	The total number of homes where an electrical safety check has been completed within its target timeframe, as a percentage of all homes requiring an electrical safety check. Electrical safety checks must be completed once every 5 years.	Full Year 2026/2027	100.00	98.29	-1.71	Electrical Safety Checks Completed on Time was 98.29% in June 2026, 1.71 percentage points below the target of 100.00% and a reduction of 0.32 percentage points compared with the previous month. This KPI is currently within 5% of target	●

Key Performance Indicator	Description	Metric Period	Target	Actual	Variance	Commentary	On Track?
Percentage of In-House Repair Appointments Kept	The total number of completed in-house repair appointments started within plus or minus 30 minutes of the time window communicated to the customer. Appointments where the operative has attended but there is no access from the customer count as kept.	Full Year 2026/2027	97.00	98.70	1.70	Percentage of In-House Repair Appointments Kept was 98.70% in June 2026, 1.70 percentage points above the target of 97.00% and an increase of 1.25 percentage points compared with the previous month. This KPI is currently on target	
Percentage of Customers Satisfied with Time to Wait for a Responsive Repair	The total number of customers who reported being satisfied with the time taken for a responsive repair to be completed, as a proportion of all responses to the question. Customers are asked to rate their satisfaction with the time to wait out of 10, with satisfaction defined as scoring 7+ out of 10.	Full Year 2026/2027	79.50	83.33	3.83	Percentage of Customers Satisfied with Time to Wait for a Responsive Repair was 83.33% in June 2026, 3.83 percentage points above the target of 79.50% and an increase of 4.76 percentage points compared with the previous month. This KPI is currently on target	
Percentage of Routine Repair Appointments That Have Been Moved	The total number of routine in-house repair orders that have had their appointment re-scheduled at any time in the process.	Full Year 2026/2027	4.00	1.00	-3.00	Percentage of Routine Repair Appointments That Have Been Moved was 1.00% in June 2026, 3.00 percentage points below the target of 4.00% and an increase of 0.22 percentage points compared with the previous month. This KPI is currently on target	

Key Performance Indicator	Description	Metric Period	Target	Actual	Variance	Commentary	On Track?
Average Number of Days for First Routine Repairs Appointment	The average number of working days between the date the repair order was created to the date of the first appointment.	Full Year 2026/2027	15.00	13.90	-1.10	The average number of days for first routine repairs appointment was 13.90 days in June 2026. This was an increase of 0.10 days compared with the previous month. This KPI is currently on target	●
Percentage of Repairs Completed in a Single Visit (Based on Customer Perception)	This total number of customers responding 'yes' to the question 'Can you tell us if we completed your repair on the first visit?', as a proportion of all responses to the question through the Repairs text message survey sent after a repair has completed.	Full Year 2026/2027	77.00	81.52	4.52	Percentage of Repairs Completed in a Single Visit (Based on Customer Perception) was 81.52% in June 2026, 4.52 percentage points above the target of 77.00% and a reduction of 2.28 percentage points compared with the previous month. This KPI is currently on target	●
In-House Repairs Productivity	The total number of responsive repair jobs completed across the month, based on the number of colleagues and working days in the month.	Full Year 2026/2027	4.80	4.86	0.06	The in-house repairs productivity was 4.86 days in June 2026. This was a reduction of 0.03 days compared with the previous month. This KPI is currently on target	●

Key Performance Indicator	Description	Metric Period	Target	Actual	Variance	Commentary	On Track?
Emergency Repairs Responded to in Target	The total number of emergency repairs completed within the target timescale, as a proportion of all emergency repairs completed.	Full Year 2026/2027	99.00	100.00	1.00	Emergency Repairs Responded to in Target was 100.00% in June 2026, 1.00 percentage points above the target of 99.00% and was unchanged compared with the previous month. This KPI is currently on target	
Non-Emergency Repairs Responded to in Target	The total number of non-emergency repairs completed within the target timescale, as a proportion of all non-emergency repairs completed.	Full Year 2026/2027	83.00	69.31	-13.69	Non-Emergency Repairs Responded to in Target was 69.31% in June 2026, 13.69 percentage points below the target of 83.00% and an increase of 2.50 percentage points compared with the previous month. This KPI is currently more than 5% away from target	

Asset Management and Planned Maintenance

Key Performance Indicator	Description	Metric Period	Target	Actual	Variance	Commentary	On Track?
Customer Satisfaction with Curo's Home Improvements Service	The total number of customers who reported being satisfied with the service received following installation of a home fixture (including kitchens, bathrooms, heating, windows, doors and roofing), as a proportion of all responses to the question. Customers are asked to rate their satisfaction out of 10 through text message surveys, with satisfaction defined as scoring 7+ out of 10.	Full Year 2026/2027	93.50	90.98	-2.52	Customer Satisfaction with Curo's Home Improvements Service was 90.98% in June 2026, 2.52 percentage points below the target of 93.50% and a reduction of 4.26 percentage points compared with the previous month. This KPI is currently within 5% of target	
Total New Homes Delivered to Curo	The total number of new social homes built or handed to Curo. Includes Shared Ownership homes.	Full Year 2026/2027		42.00		The total number of total new homes delivered to curo was 42 in June 2026. This was a reduction of 7 compared with the same period last year. This KPI does not have a target	

Key Performance Indicator	Description	Metric Period	Target	Actual	Variance	Commentary	On Track?
Total Percentage of Homes Inspected Within the Last Five Years	The total number of homes that have received a property inspection (known as a home condition survey) within the last 5 years, as a proportion of all homes that require an inspection.	Full Year 2026/2027	97.00	93.11	-3.89	Total Percentage of Homes Inspected Within the Last Five Years was 93.11% in June 2026, 3.89 percentage points below the target of 97.00% and a reduction of 0.11 percentage points compared with the previous month. This KPI is currently within 5% of target	
Percentage of EPCs Rated C or Above	The total number of homes rated 'C' or above, as a proportion of all homes with EPCs.	Full Year 2026/2027	80.00	77.32	-2.68	Percentage of EPCs Rated C or Above was 77.32% in June 2026, 2.68 percentage points below the target of 80.00% and an increase of 0.29 percentage points compared with the previous month. This KPI is currently within 5% of target	
Total Percentage of Home Improvement Replacements Completed Against Target	The total number of homes that have had a home improvement replacement (including windows, doors, kitchens, bathrooms, heating and roofing), as a proportion of all homes planned for replacement works during the year.	Full Year 2026/2027	100.00	108.00	8.00	Total Percentage of Home Improvement Replacements Completed Against Target was 108.00% in June 2026, 8.00 percentage points above the target of 100.00% and an increase of 6.00 percentage points compared with the previous month. This KPI is currently on target	

Key Performance Indicator	Description	Metric Period	Target	Actual	Variance	Commentary	On Track?
Percentage of Properties with a Valid EPC	The total number of eligible properties that hold a valid Energy Performance Certificate, as a proportion of all eligible properties. EPCs are valid for 10 years.	Full Year 2026/2027	90.00	88.06	-1.94	Percentage of Properties with a Valid EPC was 88.06% in June 2026, 1.94 percentage points below the target of 90.00% and an increase of 0.26 percentage points compared with the previous month. This KPI is currently within 5% of target	
Percentage of Blocks That Have Been Inspected in the Last Five Years	The total number of blocks that have received a property inspection for improvement works (known as a home condition survey), as a proportion of all blocks maintained by Curo requiring inspection.	Full Year 2026/2027	40.00	29.57	-10.43	Percentage of Blocks That Have Been Inspected in the Last Five Years was 29.57% in June 2026, 10.43 percentage points below the target of 40.00% and an increase of 1.38 percentage points compared with the previous month. This KPI is currently more than 5% away from target	
Percentage of Retrofit-Assessments Completed Against Target	The total number of retro-fit assessments completed against target. Retro-fit assessments are in-depth energy efficiency assessments that outline the measures needing to be undertaken for the property to reach EPC Grade C .	Full Year 2026/2027	95.00	102.00	7.00	Percentage of Retrofit-Assessments Completed Against Target was 102.00% in June 2026, 7.00 percentage points above the target of 95.00% and an increase of 5.70 percentage points compared with the previous month. This KPI is currently on target	

Key Performance Indicator	Description	Metric Period	Target	Actual	Variance	Commentary	On Track?
Percentage of Non-Decent Homes	The total number of properties that fail to meet the Decent Homes 2005 criteria set out by the Regulator of Social Housing, as a proportion of all properties.	Full Year 2026/2027	1.00	1.06	0.06	Percentage of Non-Decent Homes was 1.06% in June 2026, 0.06 percentage points above the target of 1.00% and an increase of 0.05 percentage points compared with the previous month. This KPI is currently within 5% of target	

Empty Homes

Key Performance Indicator	Description	Metric Period	Target	Actual	Variance	Commentary	On Track?
Customer Satisfaction with the Lettings Process	The total number of customers who reported being satisfied with the service received during the lettings process, as a proportion of all responses to the question. Customers are asked to rate their satisfaction out of 10 through text message surveys, with satisfaction defined as scoring 7+ out of 10.	Full Year 2026/2027	79.90	88.24	8.34	Customer Satisfaction with the Lettings Process was 88.24% in June 2026, 8.34 percentage points above the target of 79.90% and an increase of 4.91 percentage points compared with the previous month. This KPI is currently on target	
Percentage of Rent Lost Through Homes Being Empty	Total percentage of rent lost through homes being empty, as a proportion of all rent due for the period. This relates to 'General Needs' and 'Housing for Older People' properties only.	Full Year 2026/2027		1.19		Percentage of Rent Lost Through Homes Being Empty was 1.19% in June 2026 and an increase of 0.07 percentage points compared with the previous month. This KPI does not have a target	

Key Performance Indicator	Description	Metric Period	Target	Actual	Variance	Commentary	On Track?
Percentage of customers moving in on date agreed	The total number of customers moving into their newly let home on the original date agreed with the empty homes team, as a proportion of all customers moving in.	Full Year 2026/2027	95.00	94.00	-1.00	Percentage of customers moving in on date agreed was 94.00% in June 2026, 1.00 percentage points below the target of 95.00% and a reduction of 5.00 percentage points compared with the previous month. This KPI is currently within 5% of target	
Empty Homes Productivity	The total number of empty homes returned across the month, based on the number of colleagues and working days in the month.	Full Year 2026/2027	11.40	10.90	-0.50	The empty homes productivity was 10.90 days in June 2026. This was an increase of 0.80 days compared with the previous month. This KPI is currently within 5% of target	

Key Performance Indicator	Description	Metric Period	Target	Actual	Variance	Commentary	On Track?
Customer Satisfaction with Cleanliness of Home Upon Move In	The total number of customers who reported being satisfied with the cleanliness of the home upon move in, as a proportion of all responses to the question. Customers are asked to rate their satisfaction out of 10 through text message surveys, with satisfaction defined as scoring 7+ out of 10.	Full Year 2026/2027		77.42		Customer Satisfaction with Cleanliness of Home Upon Move In was 77.42% in June 2026 and a reduction of 5.91 percentage points compared with the previous month. This KPI does not have a target	●
Percentage of Properties Let Within 4 Days of the Ready to Let Date	The total number of properties let within 4 days of the ready to let date, as a proportion of all properties let in-month. General Needs and Housing for Older People only.	Full Year 2026/2027		68.00		Percentage of Properties Let Within 4 Days of the Ready to Let Date was 68.00% in June 2026 and was unchanged compared with the previous month. This KPI does not have a target	●

Key Performance Indicator	Description	Metric Period	Target	Actual	Variance	Commentary	On Track?
Total Number of Empty Homes Across Curo	The total number of homes that are empty at the end of the month across Curo's stock. This includes homes that are empty due to being sold or redeveloped.	Full Year 2026/2027	152.00	154.00	2.00	Total Number of Empty Homes Across Curo was 154 in June 2026. This was an increase of 5 compared with the same period last year. This KPI does not have a target	●
Average Time to Re-Let Properties that have had Major Works Carried Out	The average number of calendar days taken to re-let a property that has had major repair works completed while the property was empty. Major works is defined as any repair that is structural, significant or involves replacing of fixtures. Major work means the property is unable to be re-let until all work is completed.	Full Year 2026/2027	50.00	53.53	3.53	The average time to re-let properties that have had major works carried out was 53.53 days in June 2026. This was a reduction of 1.96 days compared with the previous month. This KPI does not have a target	●

Key Performance Indicator	Description	Metric Period	Target	Actual	Variance	Commentary	On Track?
Average Time to Re-Let Properties that have had Minor Works Carried Out	The average number of calendar days taken to re-let a property that has had minor repair works completed while the property was empty. Minor works is defined as any small repair that is non structural and does not stop the property from being re-let.	Full Year 2026/2027	28.00	40.25	12.25	The average time to re-let properties that have had minor works carried out was 40.25 days in June 2026. This was a reduction of 3.89 days compared with the previous month. This KPI is currently more than 5% away from target	
Total Number of Customers Moving via Curo Request	The total number of customers who have moved as a result of a management transfer- this is where Curo approves the move rather than the council. This is done in exceptional circumstances where they are unable to stay in their current home.	Full Year 2026/2027		13.00		Total Number of Customers Moving via Curo Request was 13 in June 2026. This KPI does not have a target	

Key Performance Indicator	Description	Metric Period	Target	Actual	Variance	Commentary	On Track?
Total Number of Homes Used for Temporary Moves	The total number of properties used to move customers into temporarily as a result of ongoing repairs or significant anti-social behaviour.	Full Year 2026/2027	18.00	15.00	-3.00	Total Number of Homes Used for Temporary Moves was 15 in June 2026. This KPI is currently within 5% of target	

Estates Services

Key Performance Indicator	Description	Metric Period	Target	Actual	Variance	Commentary	On Track?
Customer Satisfaction with Curo's Estates Management Services	The total number of customers who reported being satisfied with the service received following resolution of a communal maintenance job, as a proportion of all responses to the question. Customers are asked to rate their satisfaction out of 10 through text message surveys, with satisfaction defined as scoring 7+ out of 10.	Full Year 2026/2027	68.80	65.52	-3.28	Customer Satisfaction with Curo's Estates Management Services was 65.52% in June 2026, 3.28 percentage points below the target of 68.80% and an increase of 1.88 percentage points compared with the previous month. This KPI is currently within 5% of target	
Percentage of responsive Estates jobs completed by internal colleagues within target	The total number of reactive Estates jobs (including specialist cleaning, grounds maintenance and flytipping clearance) completed within the agreed target, as a proportion of all jobs completed. This specifically focuses on jobs where a Curo colleague is responsible for completing the work.	Full Year 2026/2027	95.00	94.50	-0.50	Percentage of responsive Estates jobs completed by internal colleagues within target was 94.50% in June 2026, 0.50 percentage points below the target of 95.00% and an increase of 1.40 percentage points compared with the previous month. This KPI is currently within 5% of target	

Key Performance Indicator	Description	Metric Period	Target	Actual	Variance	Commentary	On Track?
Percentage of responsive Estates jobs completed by contractors within target	The total number of reactive Estates jobs (including specialist cleaning, grounds maintenance and flytipping clearance) completed within the agreed target, as a proportion of all jobs completed. This specifically focuses on jobs where a Curo contractor is responsible for completing the work.	Full Year 2026/2027	90.00	100.00	10.00	Percentage of responsive Estates jobs completed by contractors within target was 100.00% in June 2026, 10.00 percentage points above the target of 90.00% and an increase of 0.04 percentage points compared with the previous month. This KPI is currently on target	

Customer Contact Centre

Key Performance Indicator	Description	Metric Period	Target	Actual	Variance	Commentary	On Track?
Percentage of Calls Abandoned	The total number of calls abandoned by customers as a proportion of all calls coming into the Contact Team. This only captures those calls that exceed 30 seconds.	Full Year 2026/2027	10.00	10.32	0.32	Percentage of Calls Abandoned was 10.32% in June 2026, 0.32 percentage points above the target of 10.00% and a reduction of 3.25 percentage points compared with the previous month. This KPI is currently within 5% of target	
Percentage of Calls Successfully Resolved by the Contact Centre in the First Instance	The percentage of customers who agree their query was successfully resolved after telephoning the contact team. This is asked to customers who receive text message surveys following phone calls to the contact centre.	Full Year 2026/2027	80.00	77.13	-2.87	Percentage of Calls Successfully Resolved by the Contact Centre in the First Instance was 77.13% in June 2026, 2.87 percentage points below the target of 80.00% and a reduction of 0.65 percentage points compared with the previous month. This KPI is currently within 5% of target	

Key Performance Indicator	Description	Metric Period	Target	Actual	Variance	Commentary	On Track?
Percentage of Incoming Contact Received Through Digital Means	The percentage of incoming contact received from customers to Curo that are considered 'digital' as a percentage of all contact received. Digital contacts include emails, live chat messages and social media.	Full Year 2026/2027		61.11		Percentage of Incoming Contact Received Through Digital Means was 61.11% in June 2026 and a reduction of 0.18 percentage points compared with the previous month. This KPI does not have a target	●
Percentage of Customers Satisfied with Time to Wait to Speak to the Contact Centre	The total number of customers who reported being satisfied with the time taken to wait to speak to a member of the Contact team, as a proportion of all responses to the question. Customers are asked to rate their satisfaction with the time to wait out of 10, with satisfaction defined as scoring 7+ out of 10.	Full Year 2026/2027		79.11		Percentage of Customers Satisfied with Time to Wait to Speak to the Contact Centre was 79.11% in June 2026 and a reduction of 1.31 percentage points compared with the previous month. This KPI does not have a target	●
Average Number of Seconds to Answer	The average number of seconds taken to answer the phone from when it first connects to the contact centre to when it is answered by the colleague.	Full Year 2026/2027		341.00		The total number of average number of seconds to answer was 341 in June 2026. This KPI does not have a target	●

Key Performance Indicator	Description	Metric Period	Target	Actual	Variance	Commentary	On Track?
Percentage of Insurance Cases Acknowledged in Target	The total number of insurance claims that Curo has sent formal acknowledgement of to our insurance broker within target. The target timeframe is currently 1 working day.	Full Year 2026/2027		100.00		Percentage of Insurance Cases Acknowledged in Target was 100.00% in June 2026 and was unchanged compared with the previous month. This KPI does not have a target	
Customer Satisfaction with Curo's Contact Centre	The total number of customers who reported being satisfied with the service received by the Contact Centre as a proportion of all responses to the question. Customers are asked to rate their satisfaction out of 10 through text message surveys, with satisfaction defined as scoring 7+ out of 10.	Full Year 2026/2027	89.20	90.96	1.76	Customer Satisfaction with Curo's Contact Centre was 90.96% in June 2026, 1.76 percentage points above the target of 89.20% and an increase of 1.08 percentage points compared with the previous month. This KPI is currently on target	

Rent and Arrears

Key Performance Indicator	Description	Metric Period	Target	Actual	Variance	Commentary	On Track?
Gross Tenant Arrears as a Percentage of the Annual Rent Debit	The gross rent arrears of all current 'General Needs' and 'Housing for Older People' tenants at the end of the reporting period as a percentage of the annual rent debit (for the current financial year).	Full Year 2026/2027	2.20	2.23	0.03	Gross Tenant Arrears as a Percentage of the Annual Rent Debit was 2.23% in June 2026, 0.03 percentage points above the target of 2.20% and a reduction of 0.07 percentage points compared with the previous month. This KPI is currently within 5% of target	
Net Tenant Arrears as a Percentage of the Annual Rent Debit	The net rent arrears of all current 'General Needs' and 'Housing for Older People' tenants at the end of the reporting period as a percentage of the annual rent debit (for the current financial year).	Full Year 2026/2027	2.00	1.98	-0.02	Net Tenant Arrears as a Percentage of the Annual Rent Debit was 1.98% in June 2026, 0.02 percentage points below the target of 2.00% and a reduction of 0.07 percentage points compared with the previous month. This KPI is currently within 5% of target	

Key Performance Indicator	Description	Metric Period	Target	Actual	Variance	Commentary	On Track?
Percentage of Customers in Arrears (Net)	The total number of social housing customers in arrears, as a percentage of all social housing customers paying rent to Curo. Adjustments are not made for benefits like Universal Credit, so this figure may be impacted by delays in receiving payment from the DWP.	Full Year 2026/2027	34.00	36.50	2.50	Percentage of Customers in Arrears (Net) was 36.50% in June 2026, 2.50 percentage points above the target of 34.00% and an increase of 0.90 percentage points compared with the previous month. This KPI is currently within 5% of target	
Average Arrears of Customers	The average value of arrears for social housing customers, across all social housing customers with arrears.	Full Year 2026/2027	415.00	391.66	-23.34	Average Arrears of Customers was 391.66 in June 2026. This KPI is currently on target	
Accounts Cases Escalated to the Stage of Serving Notice	The total number of tenancies where arrears action has been taken, to the extent that notice has been served on the customer.	Full Year 2026/2027	400.00	96.00	-304.00	The total number of accounts cases escalated to the stage of serving notice was 96 in June 2026. This was an increase of 5 compared with the same period last year. This KPI is currently on target	

Key Performance Indicator	Description	Metric Period	Target	Actual	Variance	Commentary	On Track?
Accounts Cases Escalated to the Stage of Court Action	The total number of tenancies where arrears action has been taken, to the extent that the matter is taken to court.	Full Year 2026/2027	85.00	14.00	-71.00	The total number of accounts cases escalated to the stage of court action was 14 in June 2026. This was an increase of 2 compared with the same period last year. This KPI is currently on target	
Accounts Cases Escalated to the Stage of Warrant Action	The total number of tenancies where arrears action has been taken, to the extent that a warrant is served.	Full Year 2026/2027	35.00	8.00	-27.00	The total number of accounts cases escalated to the stage of warrant action was 8 in June 2026. This was unchanged compared with the same period last year. This KPI is currently on target	
Accounts Cases Escalated to the Stage of Eviction	The total number of tenancies where customers have been evicted for non-payment of rent arrears.	Full Year 2026/2027	14.00	6.00	-8.00	The total number of accounts cases escalated to the stage of eviction was 6 in June 2026. This was unchanged compared with the same period last year. This KPI is currently on target	

Key Performance Indicator	Description	Metric Period	Target	Actual	Variance	Commentary	On Track?
Customer Satisfaction with Curo's Customer Accounts Services	The total number of customers who reported being satisfied with the service received following an interaction with Curo's Customer Accounts services, as a proportion of all responses to the question. Customers are asked to rate their satisfaction out of 10 through text message surveys, with satisfaction defined as scoring 7+ out of 10.	Full Year 2026/2027	95.10	95.10	0.00	Customer Satisfaction with Curo's Customer Accounts Services was 95.10% in June 2026, 0.00 percentage points above the target of 95.10% and a reduction of 4.90 percentage points compared with the previous month. This KPI is currently within 5% of target	

Complaints

Key Performance Indicator	Description	Metric Period	Target	Actual	Variance	Commentary	On Track?
Stage One Complaints Received per 1000 Properties (Shared Owners)	The total number of stage one complaints received as a proportion of the total number of properties owned by Curo. This figure is then multiplied by 1000.	Full Year 2026/2027	36.00	14.96	-21.04	Stage One Complaints Received per 1000 Properties (Shared Owners) was 14.96 in June 2026, an increase of 12.82 compared with the same period last year. This KPI is currently on target	
Stage One Complaints Received per 1000 Properties (Non-Shared Owners)	The total number of stage one complaints received as a proportion of the total number of properties owned by Curo. This figure is then multiplied by 1000.	Full Year 2026/2027	94.00	24.99	-69.01	Stage One Complaints Received per 1000 Properties (Non-Shared Owners) was 24.99 in June 2026, an increase of 15.16 compared with the same period last year. This KPI is currently on target	

Key Performance Indicator	Description	Metric Period	Target	Actual	Variance	Commentary	On Track?
Stage Two Complaints Received per 1000 Properties (Shared-Owners)	The total number of stage two complaints received as a proportion of the total number of properties owned by Curo. This figure is then multiplied by 1000.	Full Year 2026/2027	6.00	10.68	4.68	Stage Two Complaints Received per 1000 Properties (Shared-Owners) was 10.68 in June 2026, an increase of 9.61 compared with the same period last year. This KPI is currently within 5% of target	
Stage Two Complaints Received per 1000 Properties (Non-Shared Owners)	The total number of stage two complaints received as a proportion of the total number of properties owned by Curo. This figure is then multiplied by 1000.	Full Year 2026/2027	18.00	5.00	-13.00	Stage Two Complaints Received per 1000 Properties (Non-Shared Owners) was 5.00 in June 2026, an increase of 4.43 compared with the same period last year. This KPI is currently on target	

Key Performance Indicator	Description	Metric Period	Target	Actual	Variance	Commentary	On Track?
Stage One Complaints Resolved Within the Target set by the Housing Ombudsman (Non Shared Owners)	The total number of complaints that have been resolved at stage one within the target timeframe set by the Housing Ombudsman as a proportion of all complaints resolved. The target timeframe is 10 working days for standard response and 20 working days if an extension is required.	Full Year 2026/2027	92.00	89.83	-2.17	Stage One Complaints Resolved Within the Target set by the Housing Ombudsman (Non Shared Owners) was 89.83% in June 2026, 2.17 percentage points below the target of 92.00% and a reduction of 0.93 percentage points compared with the previous month. This KPI is currently within 5% of target	
Stage One Complaints Resolved Within the Target set by the Housing Ombudsman (Shared Owners)	The total number of complaints that have been resolved at stage one within the target timeframe set by the Housing Ombudsman as a proportion of all complaints resolved. The target timeframe is 10 working days for standard response and 20 working days if an extension is required.	Full Year 2026/2027	94.50	92.85	-1.65	Stage One Complaints Resolved Within the Target set by the Housing Ombudsman (Shared Owners) was 92.85% in June 2026, 1.65 percentage points below the target of 94.50% and a reduction of 7.15 percentage points compared with the previous month. This KPI is currently within 5% of target	

Key Performance Indicator	Description	Metric Period	Target	Actual	Variance	Commentary	On Track?
Stage 2 Complaints Resolved Within the Target set by the Housing Ombudsman (Non Shared Owners)	The total number of complaints that have been resolved at stage two within the target timeframe set by the Housing Ombudsman, as a proportion of all complaints resolved. The target timeframe is 20 working days for a standard response and an additional 20 working days if an extension is agreed.	Full Year 2026/2027	85.00	53.57	-31.43	Stage 2 Complaints Resolved Within the Target set by the Housing Ombudsman (Non Shared Owners) was 53.57% in June 2026, 31.43 percentage points below the target of 85.00% and an increase of 32.74 percentage points compared with the previous month. This KPI is currently more than 5% away from target	
Stage Two Complaints Resolved Within the Target set by the Housing Ombudsman (Shared Owners)	The total number of complaints that have been resolved at stage one within the target timeframe set by the Housing Ombudsman as a proportion of all complaints resolved. The target timeframe is 10 working days for standard response and 20 working days if an extension is required.	Full Year 2026/2027	90.00	60.00	-30.00	Stage Two Complaints Resolved Within the Target set by the Housing Ombudsman (Shared Owners) was 60.00% in June 2026, 30.00 percentage points below the target of 90.00% and an increase of 10.00 percentage points compared with the previous month. This KPI is currently more than 5% away from target	

Key Performance Indicator	Description	Metric Period	Target	Actual	Variance	Commentary	On Track?
Total Complaints Resolved at Stage One of the Complaints Process	The total number of complaints resolved at stage 1 of the complaints process, as a proportion of all complaints resolved during the time period.	Full Year 2026/2027	80.00	72.46	-7.54	Total Complaints Resolved at Stage One of the Complaints Process was 72.46% in June 2026, 7.54 percentage points below the target of 80.00% and an increase of 4.00 percentage points compared with the previous month. This KPI is currently more than 5% away from target	
Total Number of Complaints Escalating to Stage Two	The total number of complaints escalating to stage two from stage one.	Full Year 2026/2027	300.00	2.00	-298.00	Total Number of Complaints Escalating to Stage Two was 2 in June 2026. This was unchanged compared with the same period last year. This KPI is currently on target	

Key Performance Indicator	Description	Metric Period	Target	Actual	Variance	Commentary	On Track?
Total Number of Housing Ombudsman Determinations	The total number of complaints that have received a determination from the Housing Ombudsman. This does not include complaints that were judged to be outside of Ombudsman jurisdiction.	Full Year 2026/2027		9.00		Total Number of Housing Ombudsman Determinations was 9 in June 2026. This was unchanged compared with the same period last year. This KPI does not have a target	●
Total Number of Housing Ombudsman Determinations of No Adverse Findings or Reasonable Redress	Total number of complaints determined by the Housing Ombudsman to have resulted in either reasonable redress or no adverse findings being made against Curo. This means that no maladministration has taken place in the handling of the complaint by Curo.	Full Year 2026/2027		0.00		Total Number of Housing Ombudsman Determinations of No Adverse Findings or Reasonable Redress was 0 in June 2026. This was unchanged compared with the same period last year. This KPI does not have a target	●

Key Performance Indicator	Description	Metric Period	Target	Actual	Variance	Commentary	On Track?
Total Number of Housing Ombudsman Determinations of Maladministration or Severe Maladministration	Total number of complaints determined by the Housing Ombudsman to have resulted in maladministration or severe maladministration by Curo.	Full Year 2026/2027		7.00		Total Number of Housing Ombudsman Determinations of Maladministration or Severe Maladministration was 7 in June 2026. This was an increase of 1 compared with the same period last year. This KPI does not have a target	●
Customer Satisfaction with Curo's Complaint Handling Service	The total number of customers who reported being satisfied with the service received following resolution of a complaint, as a proportion of all responses to the question. Customers are asked to rate their satisfaction out of 10 through text message surveys, with satisfaction defined as scoring 7+ out of 10.	Full Year 2026/2027	60.90	50.00	-10.90	Customer Satisfaction with Curo's Complaint Handling Service was 50.00% in June 2026, 10.90 percentage points below the target of 60.90% and an increase of 10.00 percentage points compared with the previous month. This KPI is currently more than 5% away from target	●

Tenancy Compliance and Support

Key Performance Indicator	Description	Metric Period	Target	Actual	Variance	Commentary	On Track?
Customer Satisfaction with Curo's Tenancy Compliance Services	The total number of customers who reported being satisfied with the service received following resolution of an anti-social behaviour case, as a proportion of all responses to the question. Customers are asked to rate their satisfaction out of 10 through text message surveys, with satisfaction defined as scoring 7+ out of 10.	Full Year 2026/2027	51.50	50.00	-1.50	Customer Satisfaction with Curo's Tenancy Compliance Services was 50.00% in June 2026, 1.50 percentage points below the target of 51.50% and a reduction of 50.00 percentage points compared with the previous month. This KPI is currently within 5% of target	
New ASB Cases Recorded per 1,000 Properties	The total number of anti-social behaviour cases received as a proportion of the total number of properties owned by Curo. This figure is then multiplied by 1000 to allow for comparison across the social housing sector.	Full Year 2026/2027	99.00	29.21	-69.79	New ASB Cases Recorded per 1,000 Properties was 29.21 in June 2026, an increase of 0.38 compared with the same period last year. This KPI is currently on target	

Key Performance Indicator	Description	Metric Period	Target	Actual	Variance	Commentary	On Track?
New Hate CrimeCases Recorded per 1,000 Properties	The total number of hate crime cases received as a proportion of the total number of properties owned by Curo. This figure is then multiplied by 1000 to allow for comparison across the social housing sector.	Full Year 2026/2027	2.70	1.06	-1.64	New Hate CrimeCases Recorded per 1,000 Properties was 1.06 in June 2026, unchanged compared with the same period last year. This KPI is currently on target	
Total Number of Anti-Social Behaviour and Tenancy Issue Cases Open at Month End	The total number of open anti-social behaviour and tenancy issue cases open as the end of the month. Excludes cases relating to non-access.	Full Year 2026/2027	750.00	755.00	5.00	Total Number of Anti-Social Behaviour and Tenancy Issue Cases Open at Month End was 755 in June 2026. This was a reduction of 3 compared with the same period last year. This KPI does not have a target	

Key Performance Indicator	Description	Metric Period	Target	Actual	Variance	Commentary	On Track?
Total Number of Open Safeguarding Cases (Including Domestic Violence)	The total number of safeguarding and domestic violence cases that are open at the end of the period.	Full Year 2026/2027	130.00	127.00	-3.00	Total Number of Open Safeguarding Cases (Including Domestic Violence) was 127 in June 2026. This was an increase of 5 compared with the same period last year. This KPI is currently within 5% of target	

Tenancy Management

Key Performance Indicator	Description	Metric Period	Target	Actual	Variance	Commentary	On Track?
Customer Satisfaction with Tenancy Management Services	The total number of customers who reported being satisfied with the service received following a Tenancy Management interaction (such as changing tenancy type or going through mutual exchange), as a proportion of all responses to the question. Customers are asked to rate their satisfaction out of 10 through text message surveys, with satisfaction defined as scoring 7+ out of 10.	Full Year 2026/2027	98.30	96.15	-2.15	Customer Satisfaction with Tenancy Management Services was 96.15% in June 2026, 2.15 percentage points below the target of 98.30% and a reduction of 3.85 percentage points compared with the previous month. This KPI is currently within 5% of target	
Average Number of Days Taken for Mutual Exchange Decision	The total number of calendar days taken for Curo to determine whether a mutual exchange can take place. By law, this must be determined within 42 days.	Full Year 2026/2027	42.00	20.50	-21.50	The average number of days taken for mutual exchange decision was 20.50 days in June 2026. This was a reduction of 0.90 days compared with the previous month. This KPI is currently on target	

Key Performance Indicator	Description	Metric Period	Target	Actual	Variance	Commentary	On Track?
Number of Confirmed Incidents of Tenancy Fraud	The total number of confirmed cases where tenancy fraud has been discovered.	Full Year 2026/2027		0.00		The total number of number of confirmed incidents of tenancy fraud was 0 in June 2026. This was a reduction of 7 compared with the same period last year. This KPI does not have a target	