



## Our current performance based on satisfaction surveys and performance reporting

<b>Satisfaction measured</b>	<b>Target</b>	<b>February 2026</b>
Overall satisfaction	90%	96% (no change)
Surveys sent		3,777 (+106)
Response rate		18.7% (-4.8%)

<b>Satisfaction measured</b>	<b>Target</b>	<b>February 2026</b>
Repairs satisfaction	96%	96% (-2%)
Surveys sent		1,199 (-123)
Response rate		19.6% (+1%)

<b>Satisfaction measured</b>	<b>Target</b>	<b>February 2026</b>
Complaint satisfaction	80%	86% (-4%)
Surveys sent		12 (-7)
Response rate		57% (-22%)

<b>Satisfaction measured</b>	<b>Target</b>	<b>February 2026</b>
ASB satisfaction	80%	82% (-6%)
Surveys sent		28 (+12)
Response rate		71% (+2%)

Satisfaction measured	Target	February 2026
Repair appointments kept on time	98%	98% (no change)
Estate inspections completed		38% (+1%)
Internal painting completed		96% (-1%)
External painting completed		98% (-2%)
Garden inspections within 5 days	100%	84% (no change)
Communal area inspections	100%	97% (-1%)
Play area inspections	100%	100% (no change)
Fire alarm inspections	100%	100% (no change)
Annual fire risk assessments	100%	100% (no change)
Emergency lighting inspections	100%	100% (+1%)
Electrical communal checks	100%	100% (no change)
Communal fire doors inspected	100%	100% (no change)
Number of Stage 1 complaints received		17 (-20)
Number of Stage 2 complaints received		5 (no change)
Calls dealt with at first point of contact	95%	58% (+2%)
Number of calls to the contact centre		3628 (-635)
Visit to new customers within 6 weeks	80%	83% (no change)
Customer Network members		470 (-1)