



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

<b>Satisfaction measured</b>	<b>Target</b>	<b>April 2026</b>
Overall satisfaction	90%	90% (-6%)
Surveys sent		2,214 (-997)
Response rate		13% (-9%)

<b>Satisfaction measured</b>	<b>Target</b>	<b>April 2026</b>
Repairs satisfaction	96%	91% (-7%)
Surveys sent		785 (-425)
Response rate		18% (-3%)

<b>Satisfaction measured</b>	<b>Target</b>	<b>April 2026</b>
Complaint satisfaction	80%	91% (-8%)
Surveys sent		12 (-12)
Response rate		50% (no change)

<b>Satisfaction measured</b>	<b>Target</b>	<b>April 2026</b>
ASB satisfaction	80%	70% (-10%)
Surveys sent		23 (-2)
Response rate		86.9% (-9.1%)

Satisfaction measured	Target	April 2026
Repair appointments kept on time	98%	98% (no change)
Estate inspections completed		38% (no change)
Internal painting completed		99% (no change)
External painting completed		100% (+2%)
Garden inspections within 5 days	100%	84% (no change)
Communal area inspections	100%	83% (+56%)
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% (no change)
Electrical communal checks	100%	100% (no change)
Communal fire doors inspected	100%	100% (no change)
Number of Stage 1 complaints received		42 (+7)
Number of Stage 2 complaints received		6 (-1)
Calls dealt with at first point of contact	95%	59% (+3%)
Number of calls to the contact centre		3881 (-123)
Visit to new customers within 6 weeks	80%	84.5% (+1.5%)
Customer Network members		468 (-3)