



Our current performance based on satisfaction surveys and performance reporting

Satisfaction measured	Target	March 2026
Overall satisfaction	90%	96% (no change)
Surveys sent		3,211 (-566)
Response rate		22% (+3.3%)

Satisfaction measured	Target	March 2026
Repairs satisfaction	96%	98% (+2%)
Surveys sent		1,210 (+11)
Response rate		21% (+1.4%)

Satisfaction measured	Target	March 2026
Complaint satisfaction	80%	94% (+8%)
Surveys sent		24 (+12)
Response rate		50% (-7%)

Satisfaction measured	Target	March 2026
ASB satisfaction	80%	80% (-2%)
Surveys sent		25 (-3)
Response rate		96% (+25%)

Satisfaction measured	Target	March 2026
Repair appointments kept on time	98%	98% (no change)
Estate inspections completed		38% (no change)
Internal painting completed		99% (+3%)
External painting completed		98% (no change)
Garden inspections within 5 days	100%	84% (no change)
Communal area inspections	100%	27% (-70%)
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		35 (+18)
Number of Stage 2 complaints received		7 (+2)
Calls dealt with at first point of contact	95%	56% (-2%)
Number of calls to the contact centre		4004 (+376)
Visit to new customers within 6 weeks	80%	83% (no change)
Customer Network members		471 (+1)