



Our current performance based on satisfaction surveys and performance reporting

Satisfaction measured	Target	June 2026
Overall satisfaction	90%	89% (+1%)
Surveys sent		3,429 (+376)
Response rate		12% (+2%)

Satisfaction measured	Target	June 2026
Repairs satisfaction	96%	94% (no change)
Surveys sent		579 (+114)
Response rate		17% (-2%)

Satisfaction measured	Target	June 2026
Complaint satisfaction	80%	67% (-18%)
Surveys sent		12 (-2)
Response rate		25% (-3%)

Satisfaction measured	Target	June 2026
ASB satisfaction	80%	63% (-9%)
Surveys sent		34 (+20)
Response rate		67% (+1%)

Satisfaction measured	Target	June 2026
Repair appointments kept on time	98%	98% (no change)
Number of Stage 1 complaints received		43 (+6)
Number of Stage 2 complaints received		11 (+1)
Calls dealt with at first point of contact	95%	58% (+1%)
Number of calls to the contact centre		3641 (+330)