



Our current performance based on satisfaction surveys and performance reporting

Satisfaction measured	Target	Aug 2026
Overall satisfaction	90%	86% (no change)
Surveys sent		2,871 (-1,015)
Response rate		16% (-7%)

Satisfaction measured	Target	Aug 2026
Repairs satisfaction	96%	95% (+1%)
Surveys sent		457 (-28)
Response rate		18% (-2%)

Satisfaction measured	Target	Aug 2026
Complaint satisfaction	80%	81% (+16%)
Surveys sent		22 (+9)
Response rate		53% (+5%)

Satisfaction measured	Target	Aug 2026
ASB satisfaction	80%	71% (+10%)
Surveys sent		15 (-21)
Response rate		73% (+17%)

Satisfaction measured	Target	Aug 2026
Repair appointments kept on time	98%	98% (no change)
Estate inspections completed		13.6% (-18.4%)
Internal painting completed		99% (no change)
External painting completed		97% (-1%)
Garden inspections within 5 days	100%	84% (no change)
Communal area inspections	100%	86% (-11%)
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		28 (-9)
Number of Stage 2 complaints received		3 (-7)
Calls dealt with at first point of contact	95%	59% (+2%)
Number of calls to the contact centre		2963 (-348)
Visit to new customers within 6 weeks	80%	84% (no change)
Customer Network members		467 (no change)