



Our current performance based on satisfaction surveys and performance reporting

Satisfaction measured	Target	July 2026
Overall satisfaction	90%	86% (-3%)
Surveys sent		3,886 (+457)
Response rate		23% (+11%)

Satisfaction measured	Target	July 2026
Repairs satisfaction	96%	94% (no change)
Surveys sent		485 (-94)
Response rate		20% (+3%)

Satisfaction measured	Target	July 2026
Complaint satisfaction	80%	65% (-2%)
Surveys sent		13 (+1)
Response rate		38% (+13%)

Satisfaction measured	Target	July 2026
ASB satisfaction	80%	81% (+18%)
Surveys sent		36 (+2)
Response rate		56% (-11%)

Satisfaction measured	Target	July 2026
Repair appointments kept on time	98%	98% (no change)
Number of Stage 1 complaints received		37 (-6)
Number of Stage 2 complaints received		10 (-1)
Calls dealt with at first point of contact	95%	-
Number of calls to the contact centre		-