



Our current performance based on satisfaction surveys and performance reporting

Satisfaction measured	Target	Sept 2026
Overall satisfaction	90%	91% (+5%)
Surveys sent		2,099 (-772)
Response rate		11% (-5%)

Satisfaction measured	Target	Sept 2026
Repairs satisfaction	96%	96% (+1%)
Surveys sent		465 (+8)
Response rate		16% (-2%)

Satisfaction measured	Target	Sept 2026
Complaint satisfaction	80%	75% (-6%)
Surveys sent		27 (+5)
Response rate		39% (-38%)

Satisfaction measured	Target	Sept 2026
ASB satisfaction	80%	75% (+4%)
Surveys sent		27 (+12)
Response rate		56% (-17%)

Satisfaction measured	Target	Sept 2026
Repair appointments kept on time	98%	98% (no change)
Estate inspections completed		4.8% (-8.8%)
Internal painting completed		99% (no change)
External painting completed		97% (no change)
Garden inspections within 5 days	100%	84% (no change)
Communal area inspections	100%	79% (-7%)
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		38 (+1)
Number of Stage 2 complaints received		7 (-3)
Calls dealt with at first point of contact	95%	59% (no change)
Number of calls to the contact centre		3,555 (+562)
Visit to new customers within 6 weeks	80%	84% (no change)
Customer Network members		465 (-2)