

How we are performing

2026-2027 Quarter 1
April-June



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community
gateway

We are committed to providing transparent, accurate, and reliable information about performance.

Performance Indicators

On the following pages we have set out our key performance indicators, showing current percentages, trends and targets.

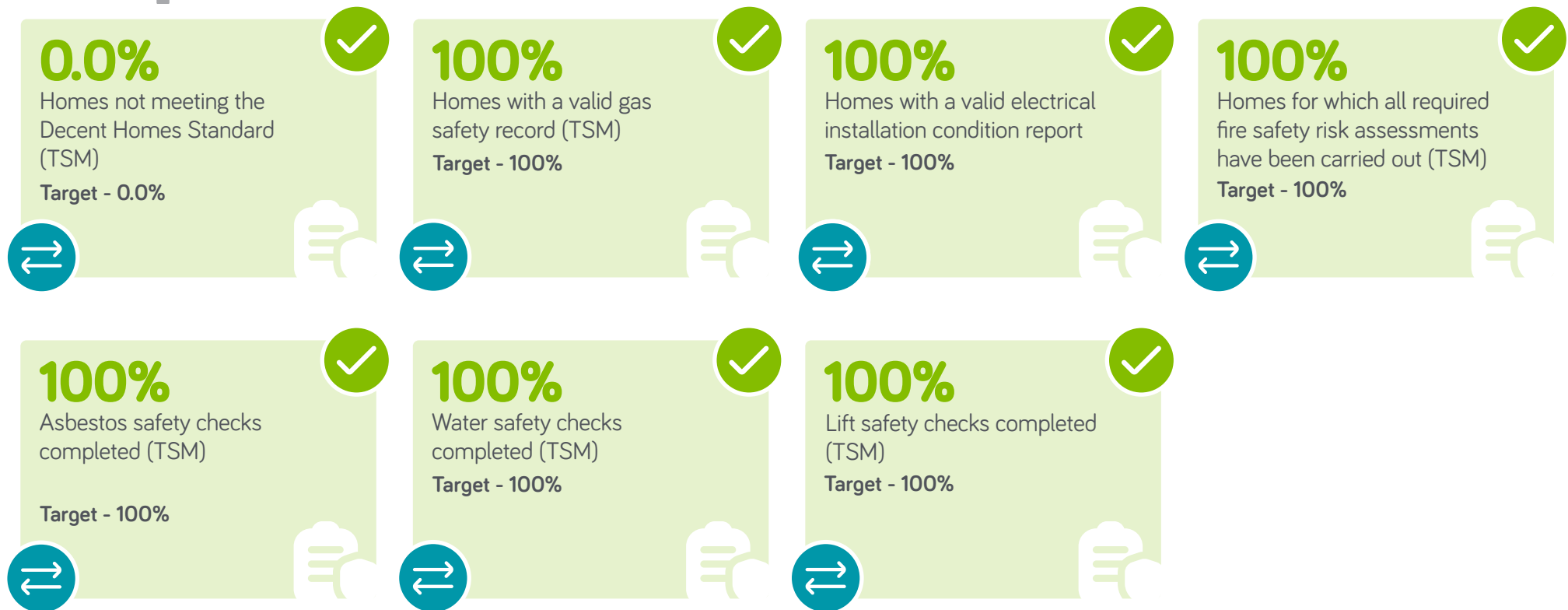
Key

-  Performance on or above target
-  Performance slightly below target
-  Performance below target
-  Performance improving
-  Performance maintained
-  Performance deteriorating

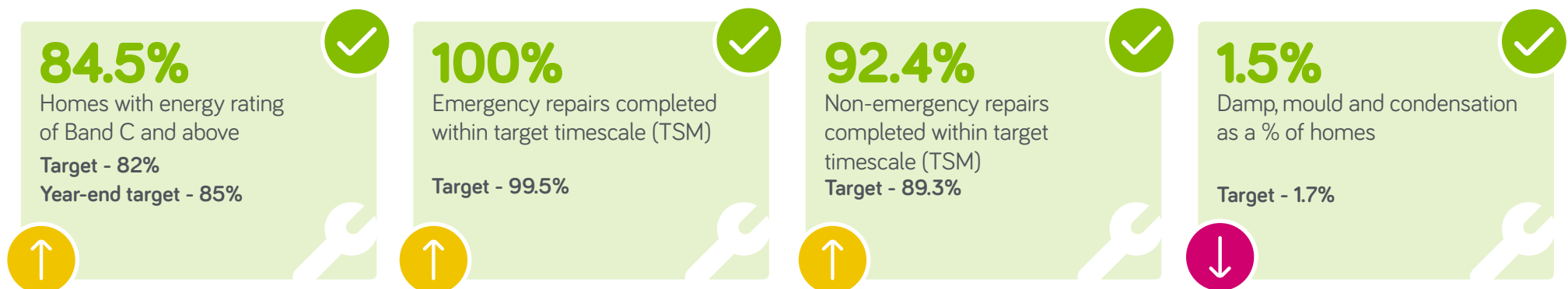
*TSM - Tenant Satisfaction Measure. TSMs are intended to be a tool to allow tenants to scrutinise their landlord's performance, give insights to the landlord on where they might look to improve their service, and provide a source of intelligence to the regulator on how well landlords are meeting the outcomes of the new consumer standards.

Compliance

*Trend is compared to Q4 2025-26

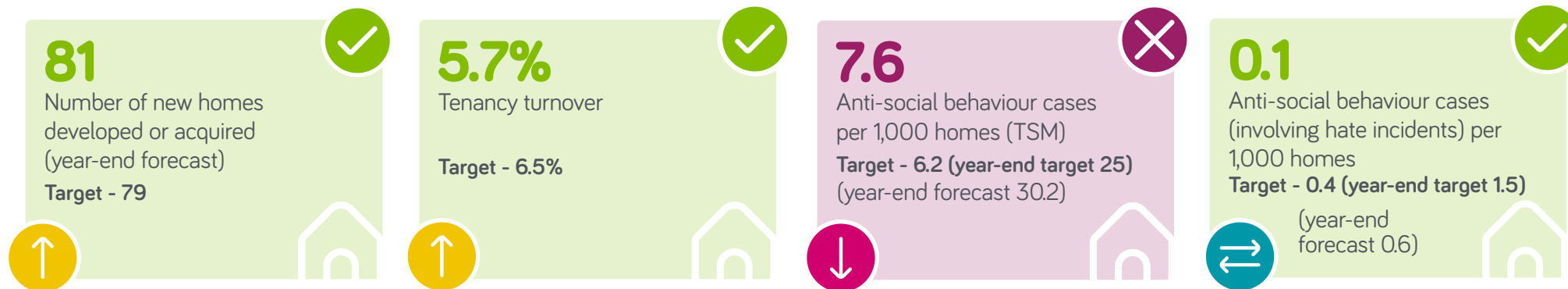


Repairs Service

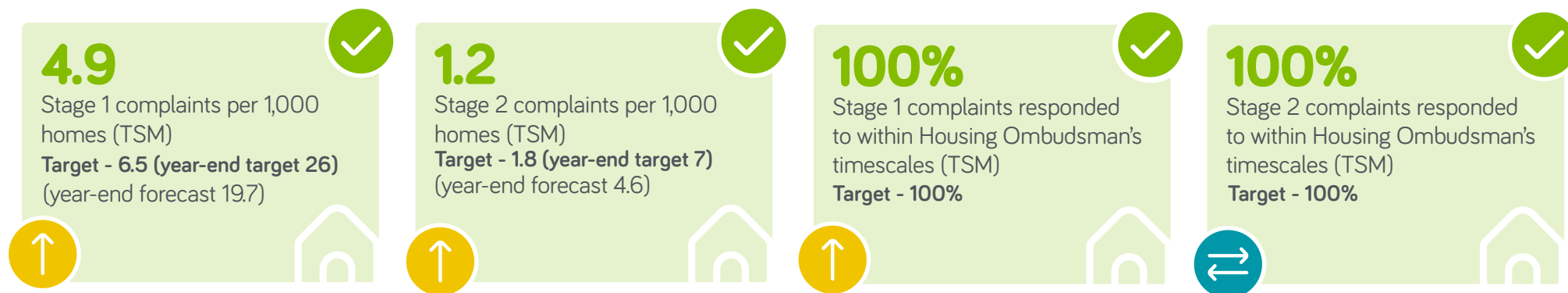


Housing Services

*Trend is compared to Q4 2025-26



Complaints



Tenant Satisfaction

*Trend is compared to Q4 2025-26



Financial



Colleagues

