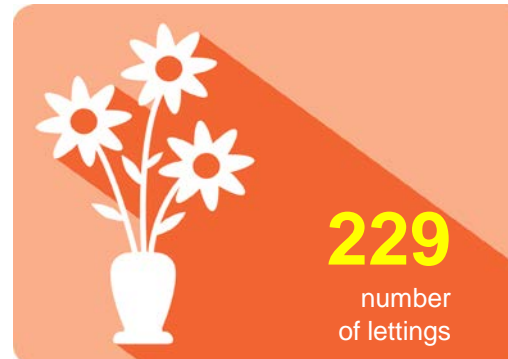
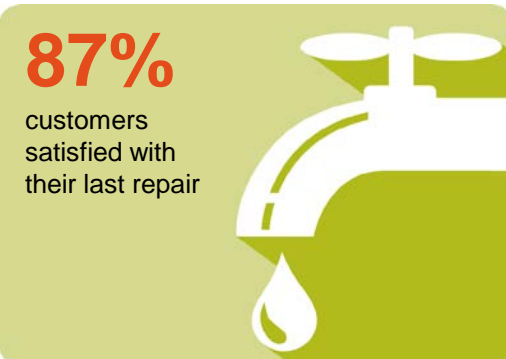
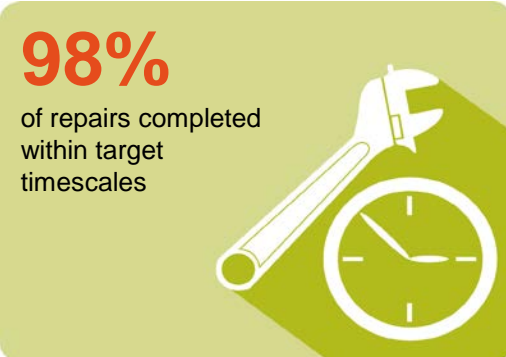


Customer service

Your home

Moving in

Local communities



Target of 92% not met for complaints resolved at stage 1. Investigation skills training is ongoing.

Calls returned within target of 98% has not been achieved. We are monitoring and correcting calls not being closed down correctly.

All targets have been met for each of the categories above.

Days taken to re-let a property is above the target of 22 days. Four properties had major works which delayed re-lets. In addition there were also multiple offers on numerous properties resulting in long re-let days.

All targets have been met for each of the categories above as appropriate.