

### Our Customer Commitments: 2022 Q2 (July – September)

Commitment	Target	Q2 Performance (Jul – Sept 2022)
<b>Home Standard</b>		
Percentage of homes meeting the Decent Homes standard	100.00%	100.00%
Percentage of properties have received their annual gas service	100.00%	99.96%
Percentage of our blocks of flats which have a fire risk assessment	100.00%	99.05%
Percentage of repairs completed right first time	89.00%	88.43%
Percentage of customers who were surveyed who were happy with the repair services they received	90.00%	92.99%
<b>Neighbourhood and Community Standard</b>		
Percentage of homes meeting the Decent Homes standard	82.00%	78.00%
Percentage of serious anti-social behaviour cases that were responded to in one working day	100.00%	91.00%
Percentage of customers surveyed who were happy with the grounds maintenance service they received	75.00%	72.27%
Percentage of customers surveyed who were happy with the cleaning service they received	75.00%	76.36%
<b>Tenancy Standard</b>		
Average number of days to re-let an empty home- General Needs	24.9	36.23
Average number of days to re-let an empty home- Supported Retirement Living	28	44.03
Average number of days to re-let an empty home- Supported Directly Managed	11	12.30