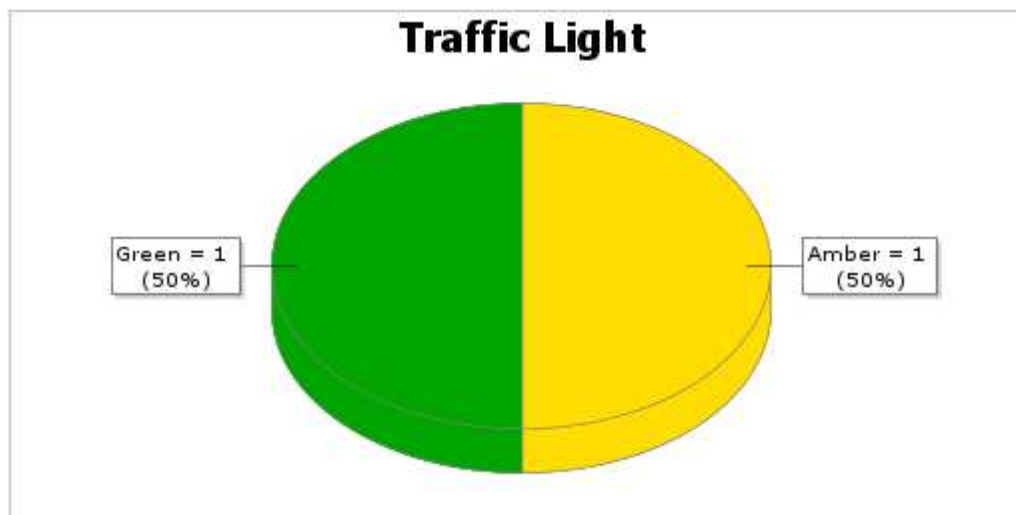


## Quarter 3 2016/17 Performance - Customer Satisfaction



Performance Measure	Q3 2016/17		
	Value	Target	Status
Percentage of tenants satisfied with the way the complaint was handled	91.30%	95.00%	
Percentage of new tenant satisfaction with the overall quality of their home	97.34%	86.00%	