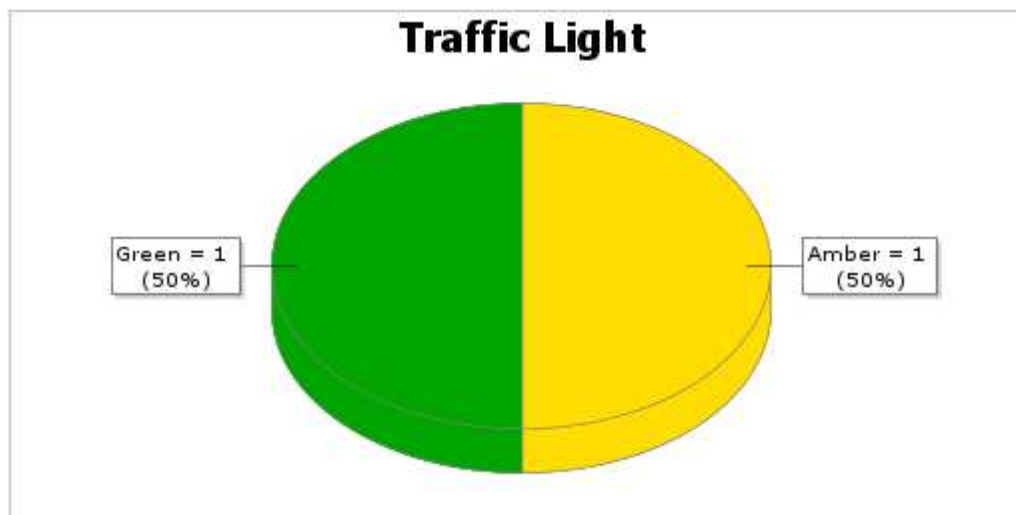


Quarter 4 2016/17 Performance - Customer Satisfaction



Performance Measure	Q4 2016/17		
	Value	Target	Status
Percentage of complainants satisfied with the way the complaint was handled	93.06%	95.00%	
Percentage of new tenant satisfaction with the overall quality of their home	99.45%	86.00%	