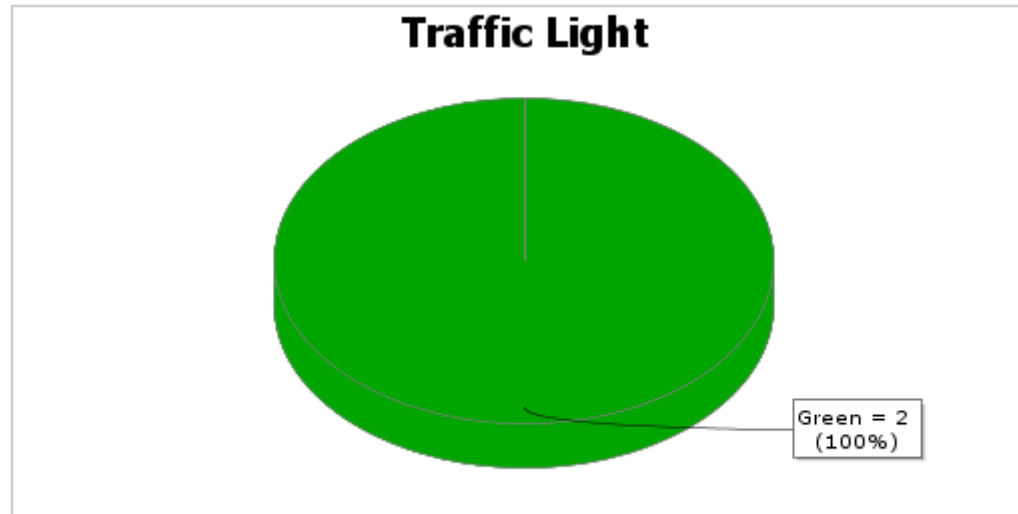


Quarter 1 2016/17 Performance - Customer Satisfaction



Performance Measure	Q1 2016/17		
	Value	Target	Status
Percentage of tenants satisfied with the way the complaint was handled	100.00%	95.00%	✓
Percentage of new tenant satisfaction with the overall quality of their home	94.66%	86.00%	✓