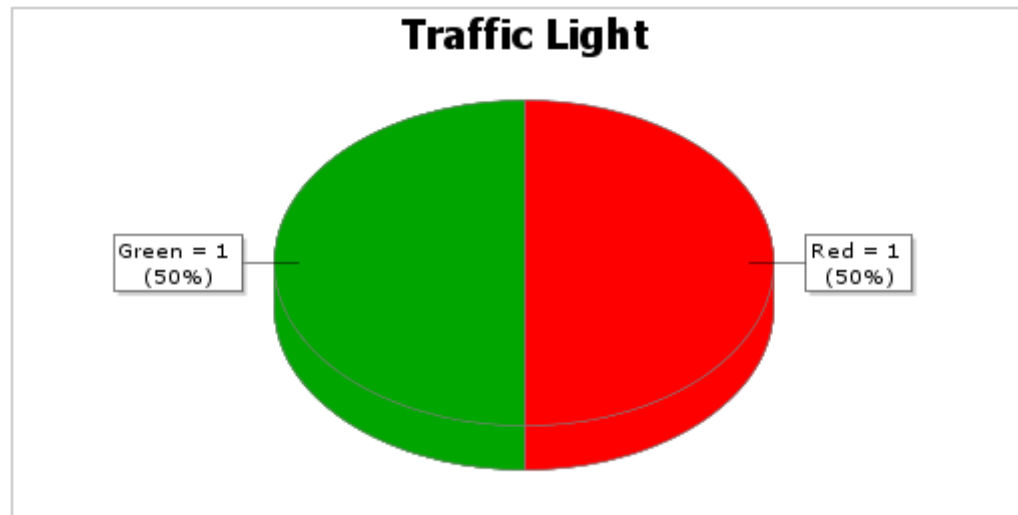


Quarter 2 2016/17 Performance - Customer Satisfaction



Performance Measure	Q2 2016/17		
	Value	Target	Status
Percentage of tenants satisfied with the way the complaint was handled	77.78%	95.00%	🛑
Percentage of new tenant satisfaction with the overall quality of their home	99.00%	86.00%	✅