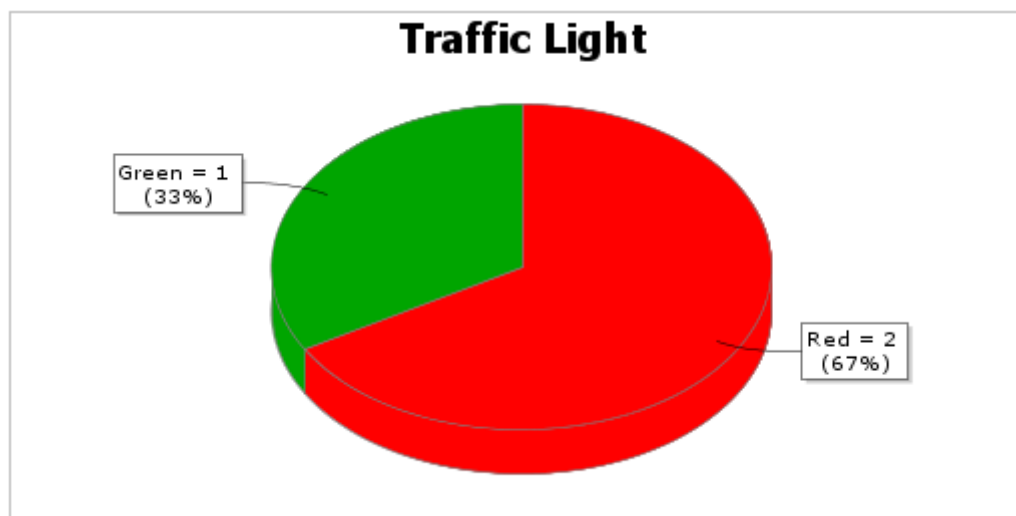


Quarter 2 2015/16 Performance - Customer Satisfaction



Performance Measure	Q2 2015/16		
	Value	Target	Status
Percentage of tenants satisfied with the way their complaint was handled	33.33%	95.00%	🛑
Percentage of customer service calls dealt with at first point of contact	80.40%	80.00%	✅
Percentage of tenant satisfaction with the quality of their new home	75.39%	80.00%	🛑