

Quarter 3 2015/16 Performance - Customer Satisfaction



Performance Measure	Q3 2015/16		
	Value	Target	Status
Percentage of tenants satisfied with the way their complaint was handled	100.00%	95.00%	✓
Percentage of customer service calls dealt with at first point of contact	80.66%	80.00%	✓
Percentage of tenant satisfaction with the quality of their new home	82.00%	80.00%	✓