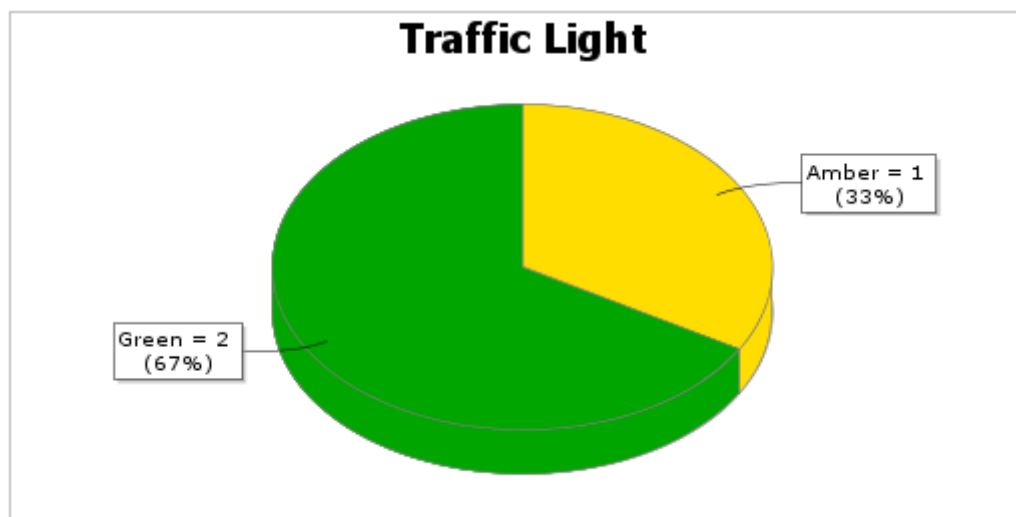


Quarter 1 2015/16 Performance - Customer Satisfaction



Performance Measure	Q1 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	83.30%	80.00%	✓
Percentage of tenant satisfaction with the quality of their new home	77.04%	80.00%	⚠