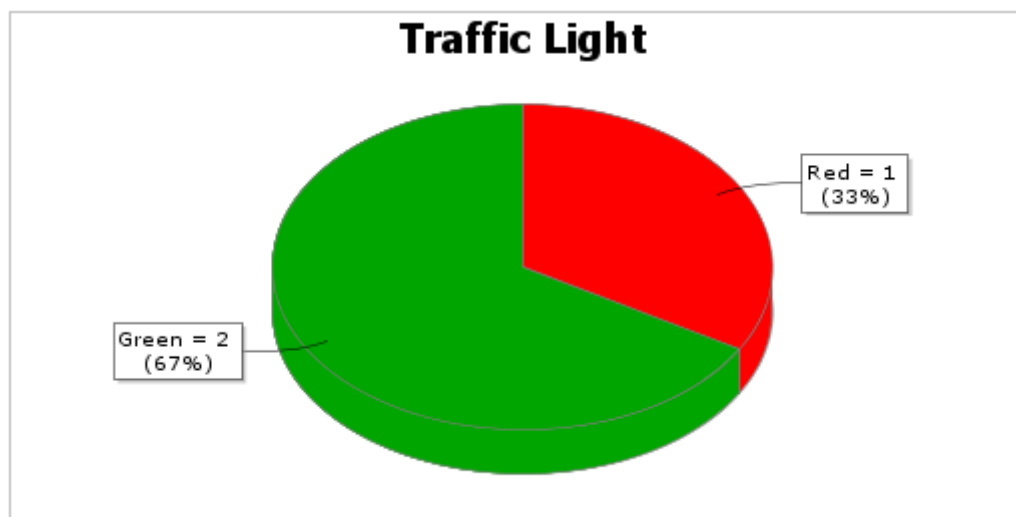


Quarter 4 2015/16 Performance - Customer Satisfaction



Performance Measure	Q4 2015/16		
	Value	Target	Status
Satisfaction with the way the complaint was handled	66.67%	95.00%	🛑
Percentage of customer service calls dealt with at first point of contact	86.06%	80.00%	✅
Percentage of new tenant satisfaction with the overall quality of their home	85.42%	80.00%	✅