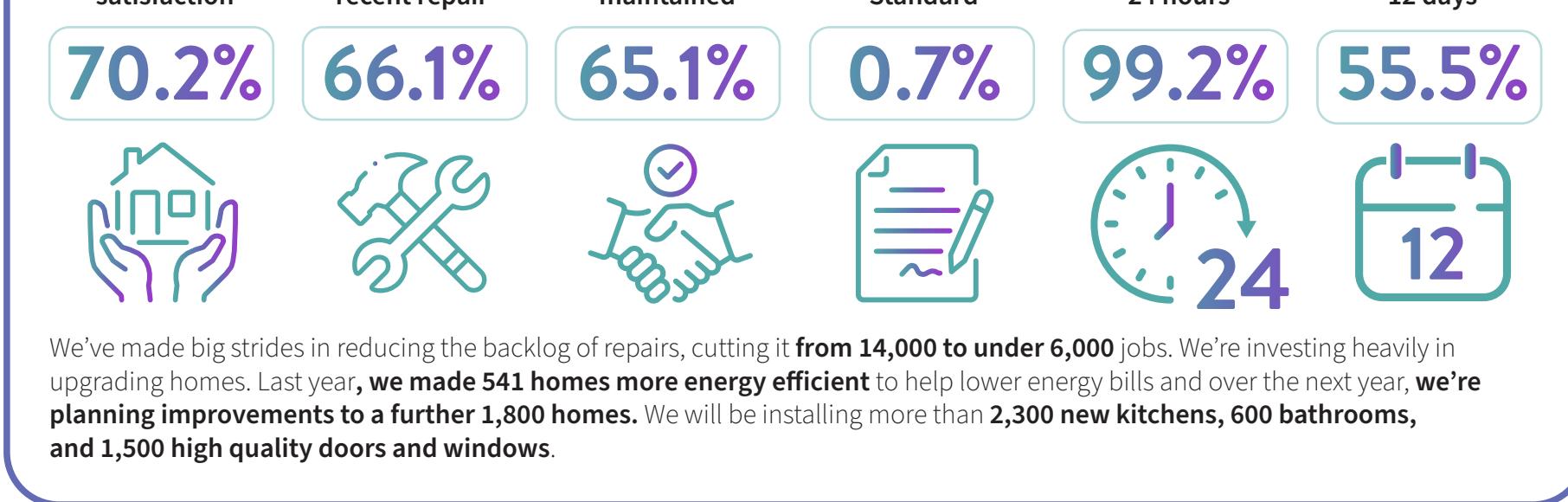


## OVERALL SATISFACTION

Around two thirds of our customers living in rented homes are satisfied with overall service, which is a big improvement from 54.1% last year. This **10% increase** shows that the changes we've made are working, and we're committed to making things better.

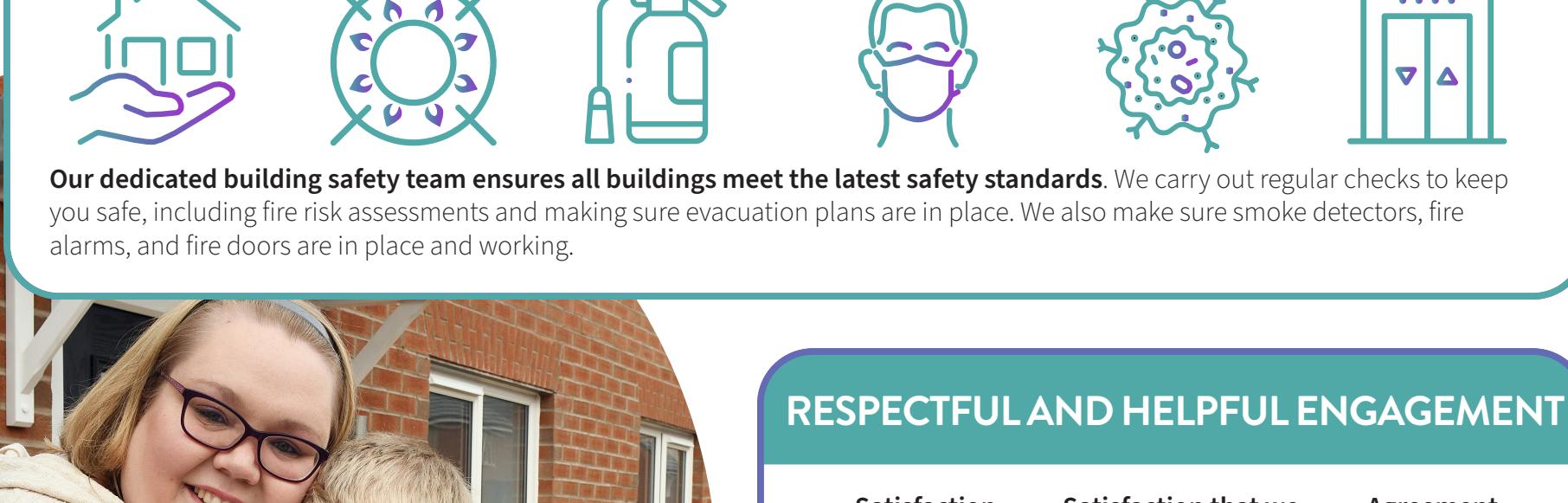


## KEEPING PROPERTIES IN GOOD REPAIR



We've made big strides in reducing the backlog of repairs, cutting it **from 14,000 to under 6,000** jobs. We're investing heavily in upgrading homes. Last year, **we made 541 homes more energy efficient** to help lower energy bills and over the next year, **we're planning improvements to a further 1,800 homes**. We will be installing more than **2,300 new kitchens, 600 bathrooms, and 1,500 high quality doors and windows**.

## MAINTAINING BUILDING SAFETY



Our dedicated building safety team ensures all buildings meet the latest safety standards. We carry out regular checks to keep you safe, including fire risk assessments and making sure evacuation plans are in place. We also make sure smoke detectors, fire alarms, and fire doors are in place and working.



## RESPECTFUL AND HELPFUL ENGAGEMENT



We know we need to rebuild trust with you, and we've hired **11 new neighbourhood officers** to be more present in your communities. Since April, **we've visited over 5,000 homes** through our **annual tenancy management checks** to better understand your needs. We've also invested in a hardship fund and advice services to **help with the cost-of-living crisis, securing over £4 million in extra income for 6,232 customers** last year.

## EFFECTIVE HANDLING OF COMPLAINTS



We are pleased to see that **there has been an improvement in ensuring the timely resolution of complaints** but acknowledge that customer satisfaction around complaint handling remains a priority. We have done a full review of our processes and added in extra communication to keep customers informed whilst we look into the complaint. **We're working on resolving issues faster** and learning from them to improve our complaint handling processes, increase satisfaction levels and make improvements to our services.



## RESPONSIBLE NEIGHBOURHOOD MANAGEMENT



Last year, we **investigated 644 cases of anti-social behaviour** and completed 40 evictions. In February, we **launched the out-of-hours ASB Respect Line** and set up a new mediation service to help rebuild relationships with neighbours. We've also hired **safeguarding officers** to manage complex cases. We're testing on-site caretakers at five of our high-rise blocks to improve safety. If successful, we'll expand this to other areas.

