

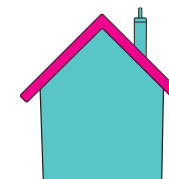
Our Customer Promises



Key		
getting better	the same	getting worse
on target or better	nearly at target	worse than target

Homes

- we promise to keep your homes well maintained and safe.



Measures	Target	Result 2022/23	Result June 23	Result Sept 23	Target met	Trend	Sector average*
% of homes not meeting Decent Homes Standard	0%	0%	0%	0%			0%
% of gas safety checks	100%	100%	100%	100%			100%
% of fire safety checks completed	100%	99.9%	96%	99%			100%
% of investment in existing homes (Target provided at Group level)	1.8%	0.8%	2.9%	2.8%			N/A
Average energy performance certificate (EPC) rating	72.7	74.9	69.9	70			63
% of satisfaction that the home is well maintained (Updated annually at year end**)	81%	63.3%					81%
% of satisfaction that the home is safe (Updated annually at year end**)	87%	69.7%					87%

*How we compare to other housing associations in the UK.

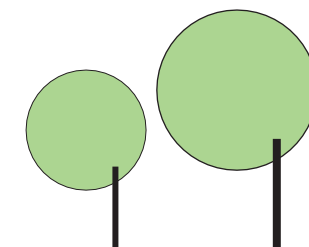
**The performance data for the annual measures will be available after the end of the current financial year.

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Communities and neighbourhoods - we promise to work with you and other agencies to keep your community and neighbourhood safe and well maintained.



Measures	Target	Result 2022/23	Result June 23	Result Sept 23	Target met	Trend	Sector average*
% of reinvestment in new properties and existing stock (Target provided at Group level)	8.3%	10.8%	15.9%	15.5%			N/A
Number of anti-social behaviour cases per 1,000 homes	15	15.9%	1.4	10.1			21
% of satisfaction that Progress Housing Group makes a positive contribution to neighbourhoods (Updated annually at year end**)	87%	54.4%					87%
% of satisfaction that communal areas are kept clean and well maintained (Updated annually at year end**)	80%	65.1%					80%
% of satisfaction with approach to handling anti-social behaviour (Updated annually at year end**)	82%	54.2%					82%

*How we compare to other housing associations in the UK.

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Culture

- we promise to be respectful and supportive at all times and involve you in improving services.



Measures	Target	Result 2022/23	Result June 23	Result Sept 23	Target met	Trend	Sector average*
Number of people supported via Progress Futures	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Number of complaints per 1,000 homes	80	88.8	17.6	30.4			N/A
% who agree they are treated fairly and with respect (Updated annually at year end**)	89%	70.6%					89%
% of satisfaction that your views are listened and acted upon (Updated annually at year end**)	84%	57.7%					84%
% of satisfaction that you are kept informed about things that matter to you (Updated annually at year end**)	82%	57.9%					82%

*How we compare to other housing associations in the UK.

**The performance data for the annual measures will be available after the end of the current financial year.