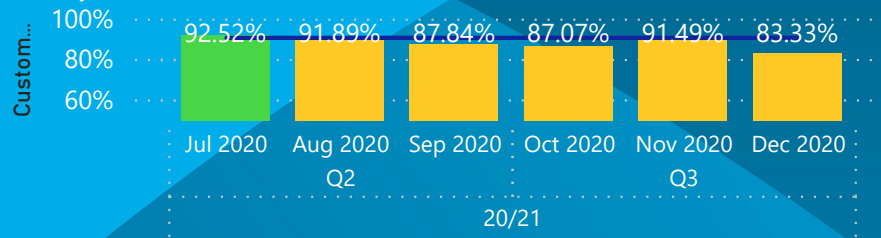


Corporate Plan Performance Dashboard



REP.01: Customer Satisfaction with Repairs

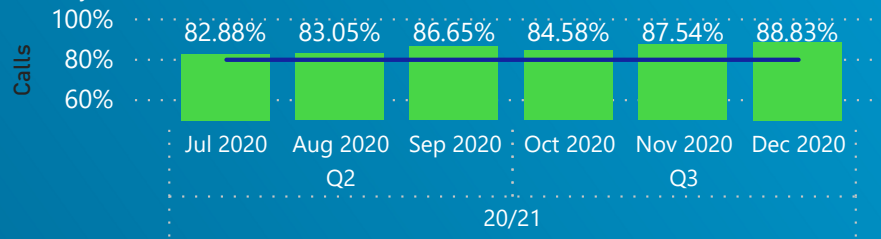
Priority 1: Customer Focus



Target = >92%, Amber Threshold = 10%, Benchmark = M 84.4%, UQ 88.9%

TEL.03: Calls Resolved at First Point of Contact

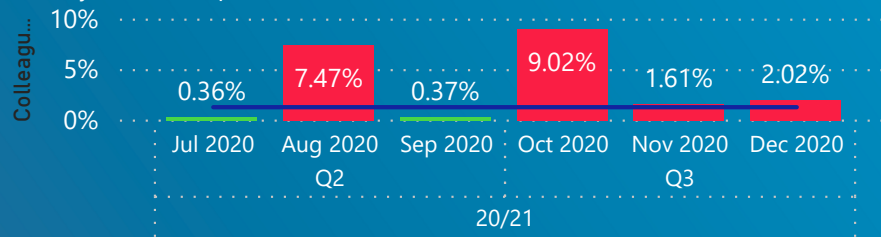
Priority 1: Customer Focus



Target = >80%, Amber Threshold = 10%

HUM.01: Colleague Turnover

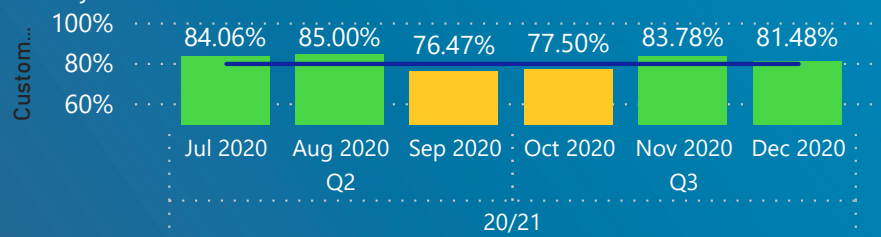
Priority 2: Our People



Target = <1.33% (Monthly), Amber Threshold = 10%, Benchmark = M 1.38%, UQ 0.59%

AST.06: Customer Satisfaction with Homes

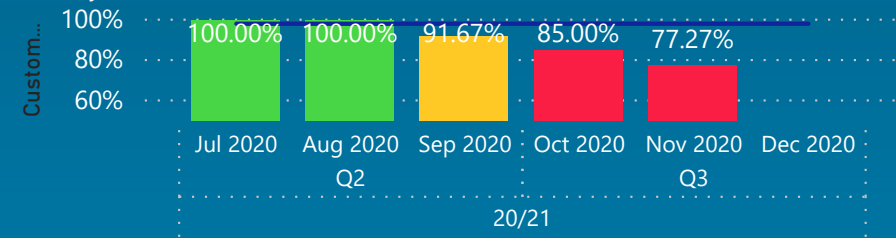
Priority 4: Commitment to our Communities



Target = >80%, Amber Threshold = 10%, Benchmark = M 85.9%, UQ 88.4%

VOI.05: Customer Satisfaction with Lettings

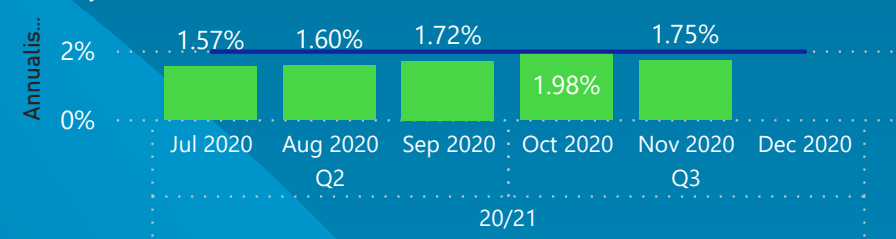
Priority 1: Customer Focus



Target = >98%, Amber Threshold = 10%, Benchmark = M 90.9%, UQ 94.4%

RNT.01: Current Customer Arrears

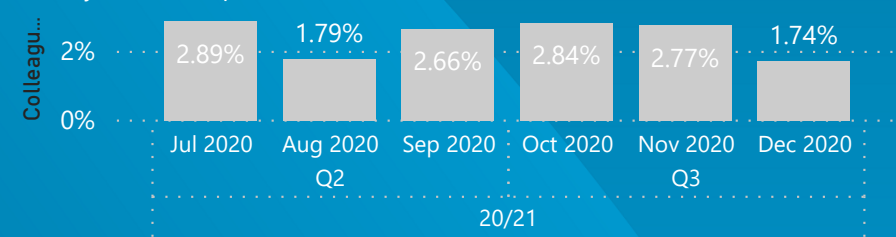
Priority 1: Customer Focus



Target = <2%, Amber Threshold = 10%, Benchmark = M 2.68%, UQ 1.67%

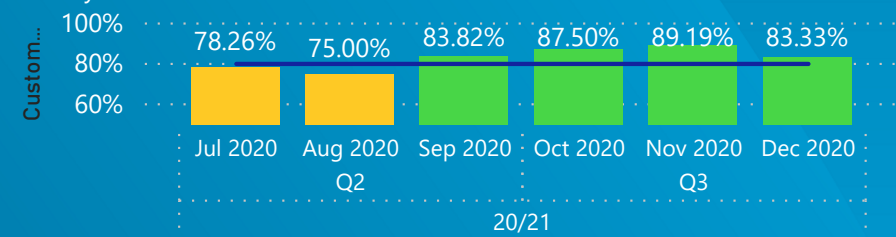
HUM.03: Colleague Sickness Absence

Priority 2: Our People



VOI.32: Customer Satisfaction with Neighbourhoods

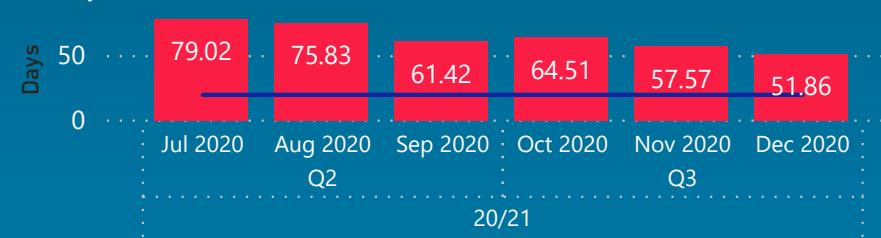
Priority 4: Commitment to our Communities



Target = >80%, Amber Threshold = 10%, Benchmark = 84.0%, 85.0%

VOI.11: Re-let Times in Days (GN and HfOP - Standards)

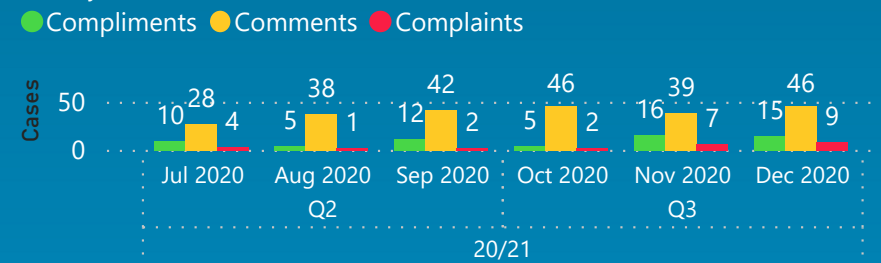
Priority 1: Customer Focus



Target = <20, Amber Threshold = 10%, Benchmark = M 20.4, UQ 14.9

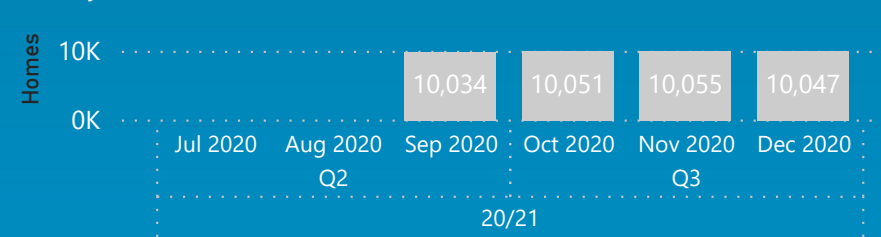
FEE: Compliments, Comments, Complaints

Priority 1: Customer Focus



AST.01: Homes Under Management

Priority 4: Commitment to our Communities



FIN.13: Surplus as a Percentage of Budget

Priority 3 and 5: One Connexus



Target = >80%, Amber Threshold = 10%, Benchmark = 84.0%, 85.0%