



Transactional Satisfaction Surveys

To help us understand how we can improve our services, we complete regular satisfaction surveys with customers who have reported a repair, recently moved into their home or made a complaint.

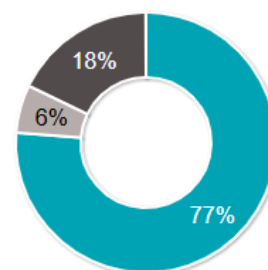
Here you can see the overall satisfaction in these three areas for the year to date, together with levels of satisfaction with specific aspects of those services.

Service area	Q1	Q2	Q3	Q4
Repairs	73%	79%	77%	
Lettings	82%	76%	79%	
Complaints	100%	60%	60%	

Repairs - overall satisfaction 77%

From April to December 2025, 395 customers were interviewed.

- ✓ How easy it is to report a repair – 78%
- ✓ How well they were kept informed – 70%
- ✓ Contractors' attitude, treatment and tidying of the home – 86%
- ✓ Quality of work – 78%
- ✓ How easy we were to deal with – 75%

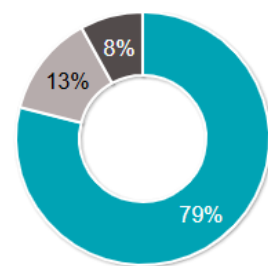


■ Satisfied ■ Neither ■ Dissatisfied

Lettings - overall satisfaction 79%

24 new customers were surveyed between April and December 2025 about their experience of moving into their new home.

- ✓ How easy we were to deal with – 92%
- ✓ Satisfaction with repairs completed to the home – 57%
- ✓ The condition of the property at letting – 58%
- ✓ How well they were kept informed – 88%
- ✓ Information and advice provided – 88%

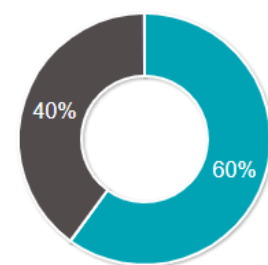


■ Satisfied ■ Neither ■ Dissatisfied

Complaints - Overall satisfaction is 60%

Five customers who had made a complaint were interviewed between April and December 2025.

- ✓ How easy we were to deal with – 60%
- ✓ How easy it was to report the complaint – 80%
- ✓ Complaint outcome – 60%
- ✓ How well customers were kept informed – 60%
- ✓ Time taken to resolve the complaint – 60%



■ Satisfied ■ Neither ■ Dissatisfied