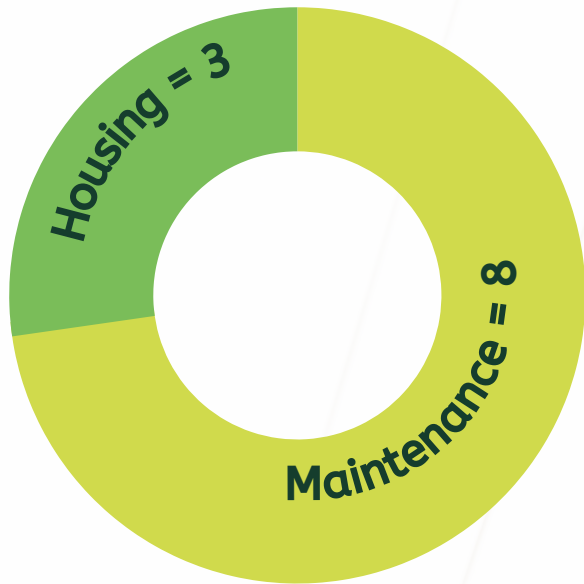


Here we set out how we're performing against our set targets in some key areas so you can see if we're doing **better**, or **worse**, than we're aiming for.

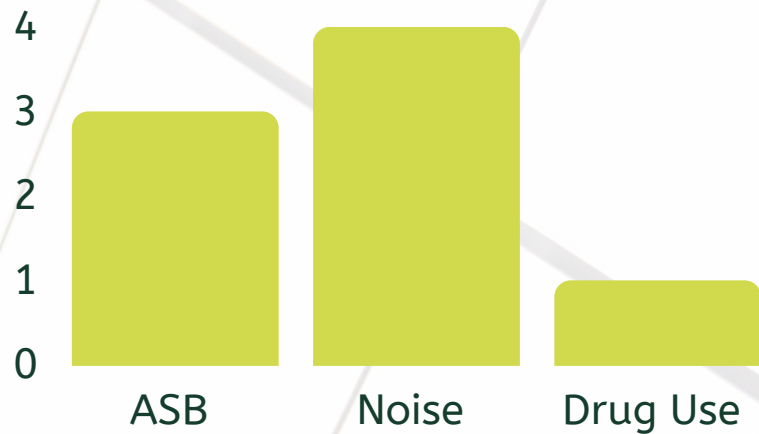


In 2022 we received a total of **11** complaints. That's 3 more than 2021.

A complaint is defined as an expression of dissatisfaction with the service we or our contractors deliver.



In 2022 we received a total of **8** Anti-social Behaviour (ASB) and Neighbour Nuisance Complaints. That's 3 more than in 2021.



We collected **94.3%** of the total rent due to be paid by tenants - our target is a minimum of 98%

In 2022 we attended to 354 repairs. Tenant satisfaction with the repairs service was **88.7%** - our target is 95%

