

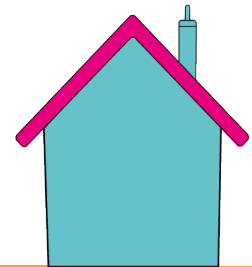
# Our Customer Promises















These results are for our RWP supported living tenants. We report on our general needs, independent living, shared owners, and supported housing tenants separately.

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

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



Measures	Target	Result 2023/24	Apr-Jun 2024	Apr-Sep 2024	Apr-Dec 2024	Target met	Trend	*Sector average
% of homes not meeting Decent Homes Standard	0%	0.1%	0%	0.02%	0.07%			0%
% of gas safety checks	100%	100%	100%	100%	100%			99.98%
% of fire safety checks completed	100%	99%	99%	99.7%	99.7%			99.92%
% of investment in existing homes (target provided at Group level)	1.9%	1.8%	2.1%	2%	1.7%			N/A
% of homes with energy performance certificate (EPC) rating C or higher	66%	62%	63%	65%	66%			73.5%
% of satisfaction that the home is well maintained	74%	71%	72%	71%	75%			69.4%
% of satisfaction that the home is safe	80%	77%	77%	74%	79%			76.5%

\*Average performance of all housing associations in the UK in 2023/24

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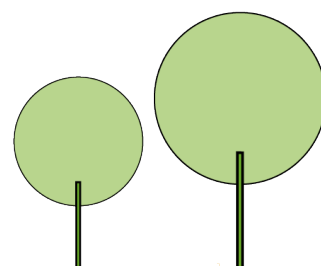


worse than target



## 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 2023/24	Apr-Jun 2024	Apr-Sep 2024	Apr-Dec 2024	Target met	Trend	*Sector average
% of reinvestment in new properties and existing stock (target provided at Group level)	9%	7.4%	6.1%	5.4%	5.2%	✗	↓	6.7%
Number of anti-social behaviour cases per 1,000 homes	15	11	3	5	8	✓	↓	39.4
% of satisfaction that Progress Housing Group makes a positive contribution to neighbourhoods	68%	60%	60%	52%	53%	✗	↑	62.4%
% of satisfaction that communal areas are kept clean and well-maintained	73%	74%	67%	79%	72%	✗	↓	65.2%
% of satisfaction with approach to handling anti-social behaviour	63%	61%	54%	49%	62%	✗	↑	57.0%

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## Culture

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



Measures	Target	Result 2023/24	Apr-Jun 2024	Apr-Sep 2024	Apr-Dec 2024	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	N/A
Number of complaints per 1,000 homes	80	59	7	13	16			N/A
% who agree they are treated fairly and with respect	80%	78%	72%	76%	68%			76.0%
% of satisfaction that your views are listened and acted upon	65%	63%	52%	61%	53%			58.4%
% of satisfaction that you are kept informed about things that matter to you	72%	68%	61%	53%	62%			69.7%

\*Average performance of all housing associations in the UK in 2023/24