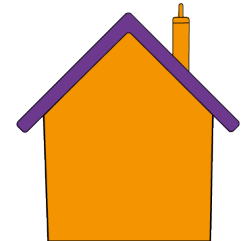


Our Customer Promises

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 2022/23	Apr-Jun 2023	Apr-Sep 2023	Apr-Dec 2023	Apr-Mar 2023/24	Target met	Annual Trend	Sector average*
% of homes not meeting Decent Homes Standard	0%	0.2%	0.0%	0.0%	0.6%	0.2%			N/A
% of gas safety checks	100%	100%	100%	100%	100%	100%			99.9%
% of fire safety checks completed	100%	100%	99%	99%	98%	100%			N/A
% of investment in existing homes (target provided at Group level)	1.8%	1.7%	1.7%	1.7%	1.7%	1.7%			1.4%
Average energy performance certificate (EPC) rating	72.7	73.0	72.7	72.8	72.8	72.9			N/A
% of satisfaction that the home is well-maintained	76%	74.7%	N/A	N/A	71%	72.5%			73%
% of satisfaction that the home is safe	80%	79.4%	N/A	N/A	78%	78.8%			79%

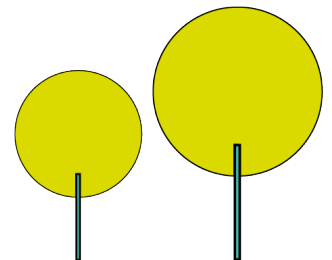
EPC Rating: the result of 72.9 means that 1,719 properties out of 6,883 have an EPC rating below C.

Our Customer Promises

Key	getting better	the same	getting worse	on target or better	nearly at target	worse than target
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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	Apr-Jun 2023	Apr-Sep 2023	Apr-Dec 2023	Apr-Mar 2023/24	Target met	Annual Trend	Sector average*
% of reinvestment in new properties and existing stock (target provided at Group level)	8.3%	6.4%	8.3%	8.4%	9.0%	7.3%			5.7%
Number of anti-social behaviour cases per 1,000 homes	80	91	19	55	59	77			35.7
% of satisfaction that Progress Housing Group makes a positive contribution to neighbourhoods	68%	58.9%	N/A	N/A	68%	70.6%			68%
% of satisfaction that communal areas are kept clean and well-maintained	69%	66.8%	N/A	N/A	66%	67.2%			69%
% of satisfaction with approach to handling anti-social behaviour	65%	55.1%	N/A	N/A	61%	62.1%			65%

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

Our Customer Promises

Key	getting better	the same	getting worse	on target or better	nearly at target	worse than target
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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	Apr-Jun 2023	Apr-Sep 2023	Apr-Dec 2023	Apr-Mar 2023/24	Target met	Annual Trend	Sector average*
Number of people supported via Progress Futures	100	452	239	302	330	393			N/A
Number of complaints per 1,000 homes	80	82.7	24.9	45.8	68.2	82.9			40.3
% who agree they are treated fairly and with respect	80%	75.3%	N/A	N/A	80%	79.2%			80%
% of satisfaction that your views are listened and acted upon	65%	61.2%	N/A	N/A	63%	63.1%			65%
% of satisfaction that you are kept informed about things that matter to you	76%	70.4%	N/A	N/A	73%	71.3%			76%

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