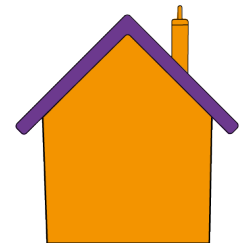


Our Customer Promises

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	Apr-Sept	Apr-Dec	Target met	Trend	Sector average *
% of homes not meeting Decent Homes Standard	0%	0.2%	0%	0%	0.6%			N/A
% of gas safety checks	100%	100%	100%	100%	100%			99.9%
% of fire safety checks completed	100%	100%	99%	99%	98%			N/A
% of investment in existing homes (Target provided at Group level)	1.8%	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			N/A
% of satisfaction that the home is well maintained	76%	74.7%	N/A	N/A	71%			73%
% of satisfaction that the home is safe	80%	79.4%	N/A	N/A	78%			79%

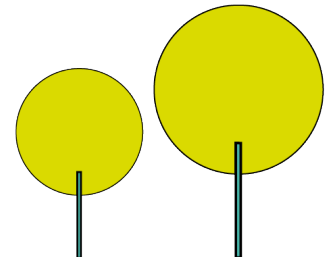
*How we compare to other housing associations in the UK.

Our Customer Promises

Key	getting better	the same	getting worse	on target or better	nearly at target	worse than target
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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	Apr-Sept	Apr-Dec	Target met	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%			5.7%
Number of anti-social behaviour cases per 1,000 homes	80	91.1	18.9	55.2	58.6			35.7
% of satisfaction that Progress Housing Group makes a positive contribution to neighbourhoods	68%	58.9%	N/A	N/A	68%			68%
% of satisfaction that communal areas are kept clean and well maintained	69%	66.8%	N/A	N/A	66%			69%
% of satisfaction with approach to handling anti-social behaviour	65%	55.1%	N/A	N/A	61%			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	Apr-Sept	Apr-Dec	Target met	Trend	Sector average *
Number of people supported via Progress Futures	100	341	73	136	184			N/A
Number of complaints per 1,000 homes	80	82.7	24.9	45.8	68.2			40.3
% who agree they are treated fairly and with respect	80%	75.3%	N/A	N/A	80%			80%
% of satisfaction that your views are listened and acted upon	65%	61.2%	N/A	N/A	63%			65%
% of satisfaction that you are kept informed about things that matter to you	76%	70.4%	N/A	N/A	73%			76%

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