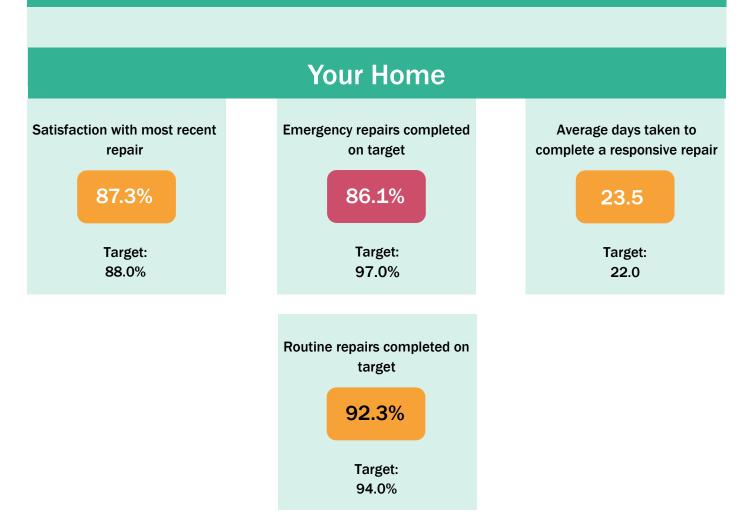
Q1 - 2023/24 Key Performance Indicators



Housing and Complaints



Customer Contact		
Percentage of calls answered	Percentage of calls dealt with at point of contact	Percentage of repairs logged via the portal
85.5%	75.7%	29.1%
Target: 82.0%	Target: 80.0%	Target: 51.0%