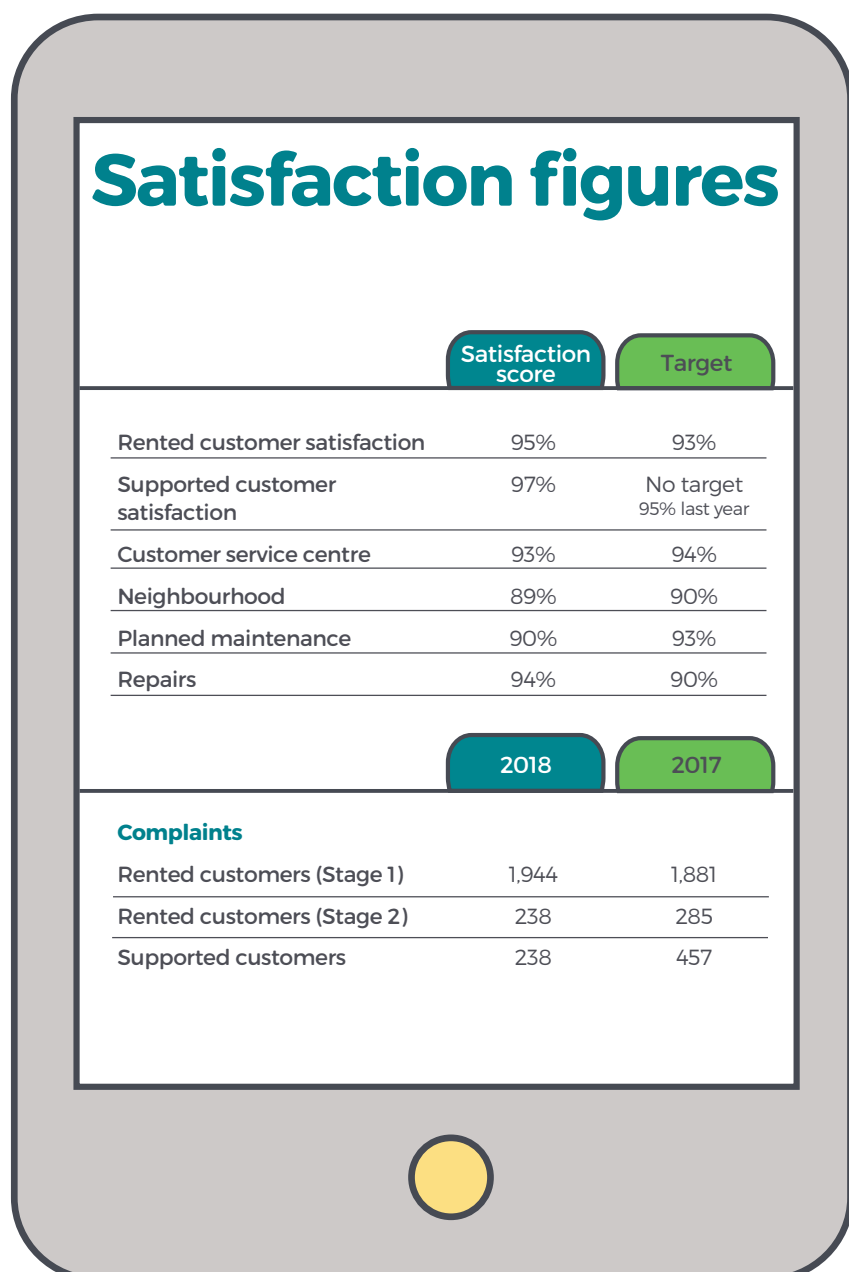
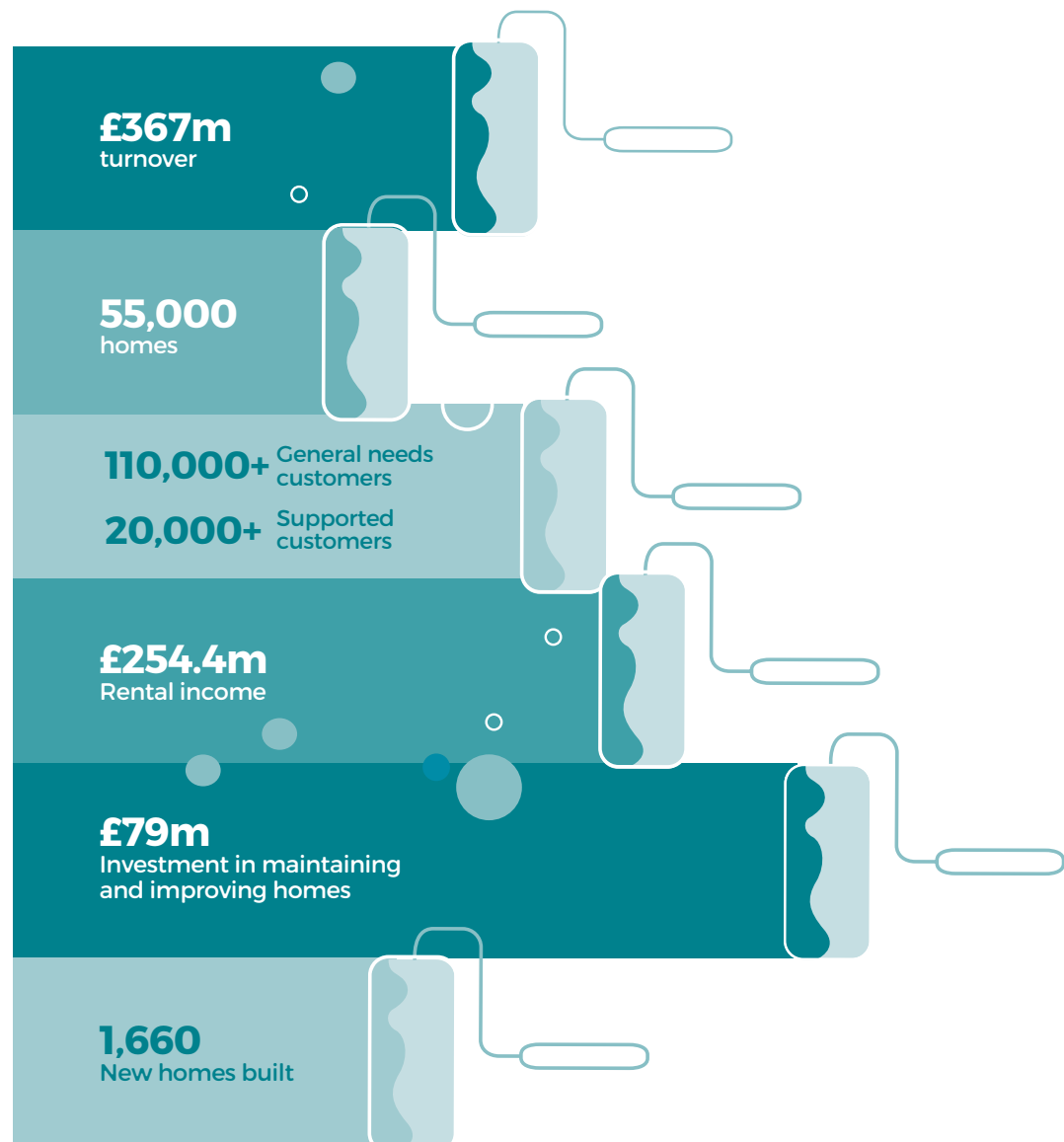
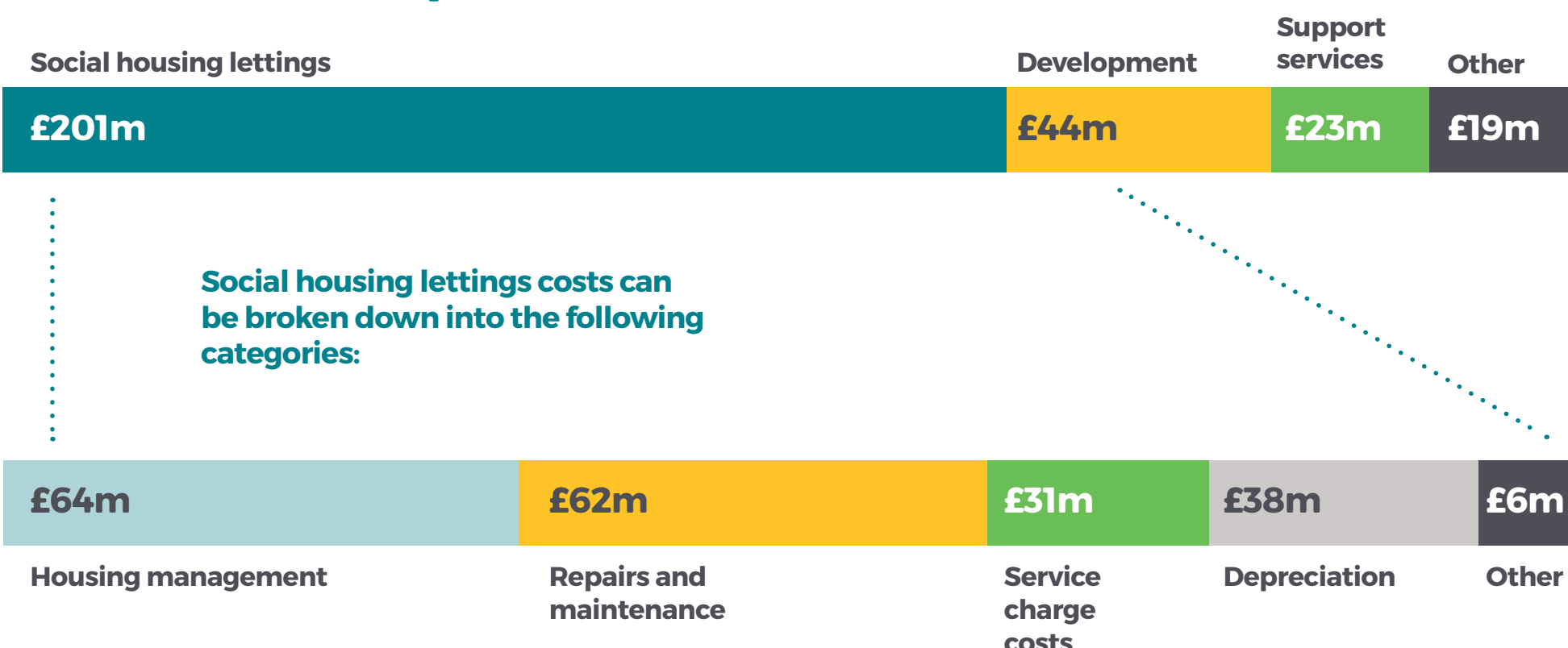


Our performance



Income and expenditure



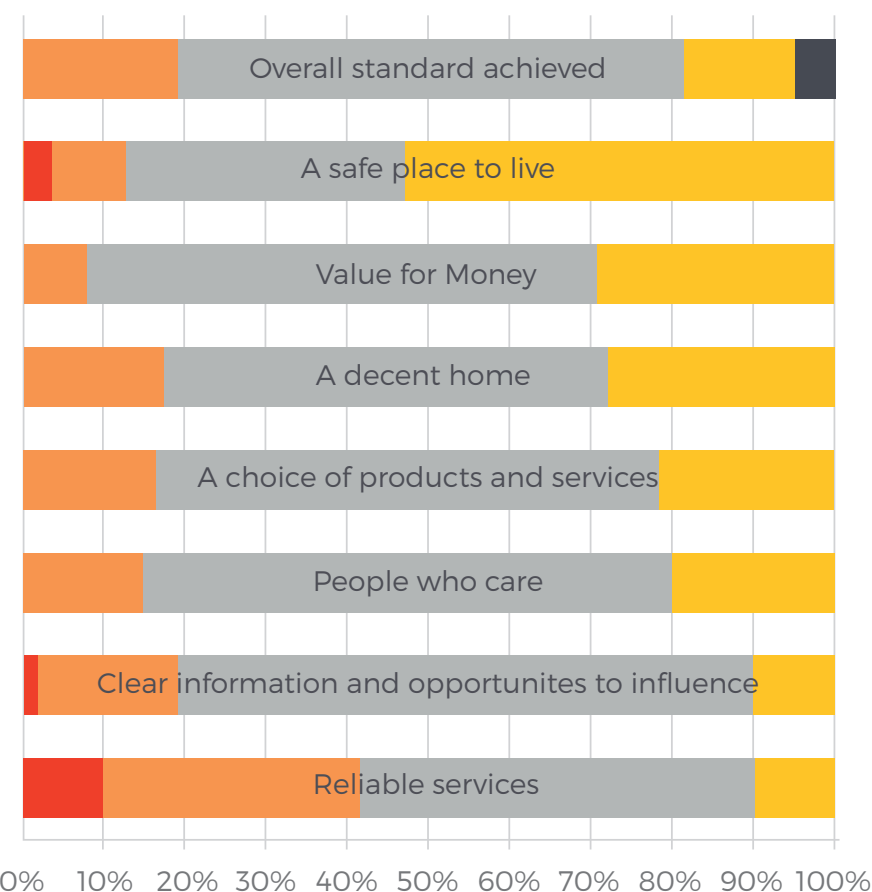
Customer promise

Our promise sets out what you can expect from us.

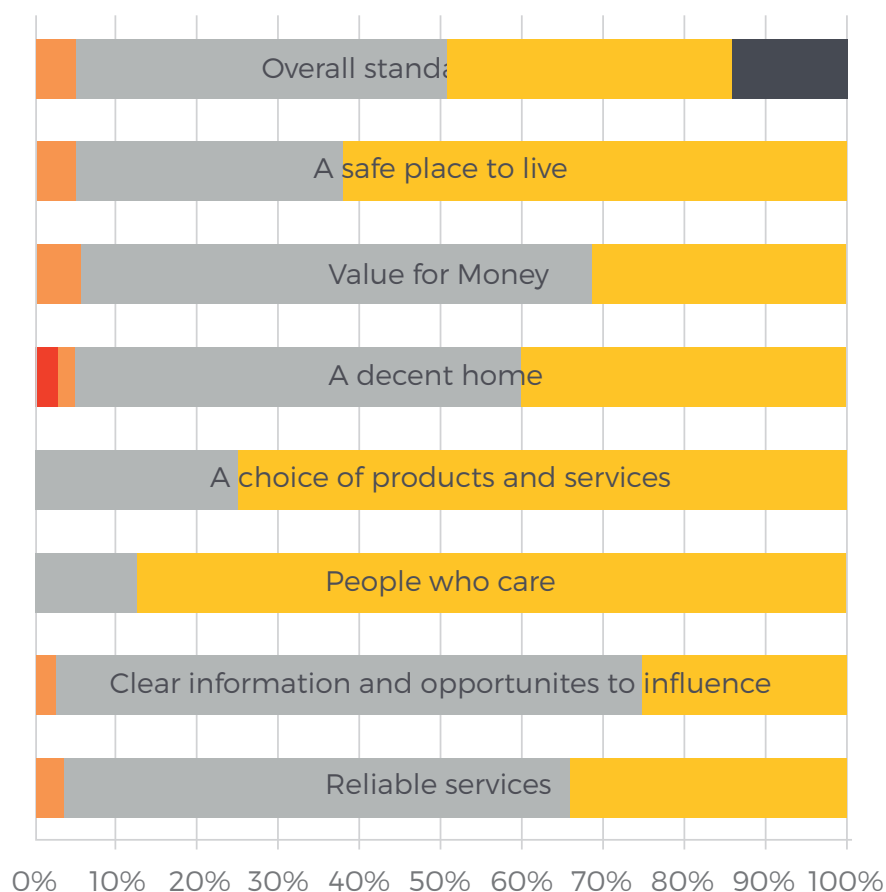
- **A decent home** which meets the 'Home standard'
- **Value for Money:** A clear understanding of cost of services and ability to scrutinise and influence budgetary spend
- **A safe place to live**
- **A choice of products and services:** Help (signposting) with how to obtain other services
- **Reliable services:** Good and quick repairs service. Good complaints services. 'One stop shop' for enquiries.
- **Clear information and opportunities to influence:** Clear accessible information provided through a number of dedicated channels and various ways to get involved.
- **People who care.**

How we delivered against our promise:

Rented



Supported

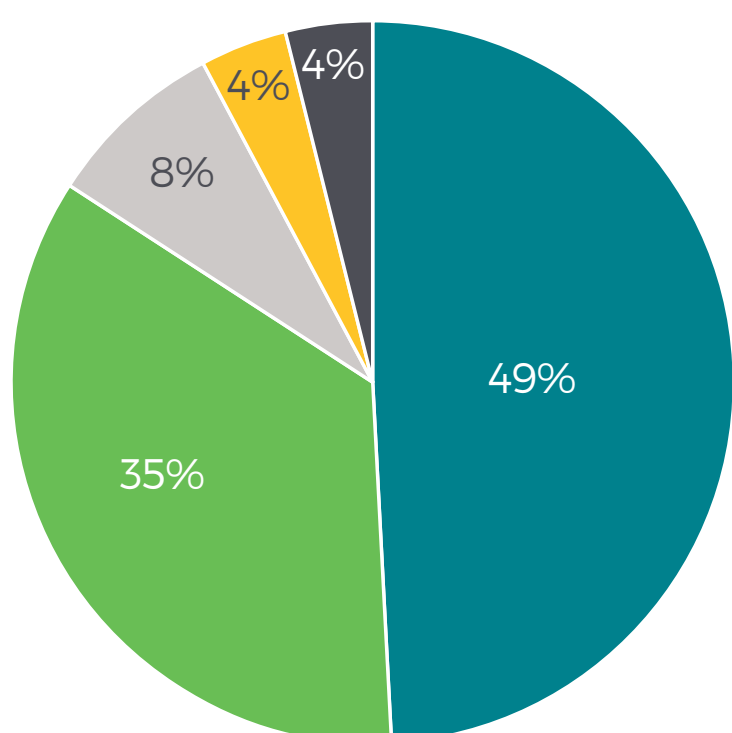


■ No standard ■ Bronze ■ Silver ■ Gold ■ Platinum

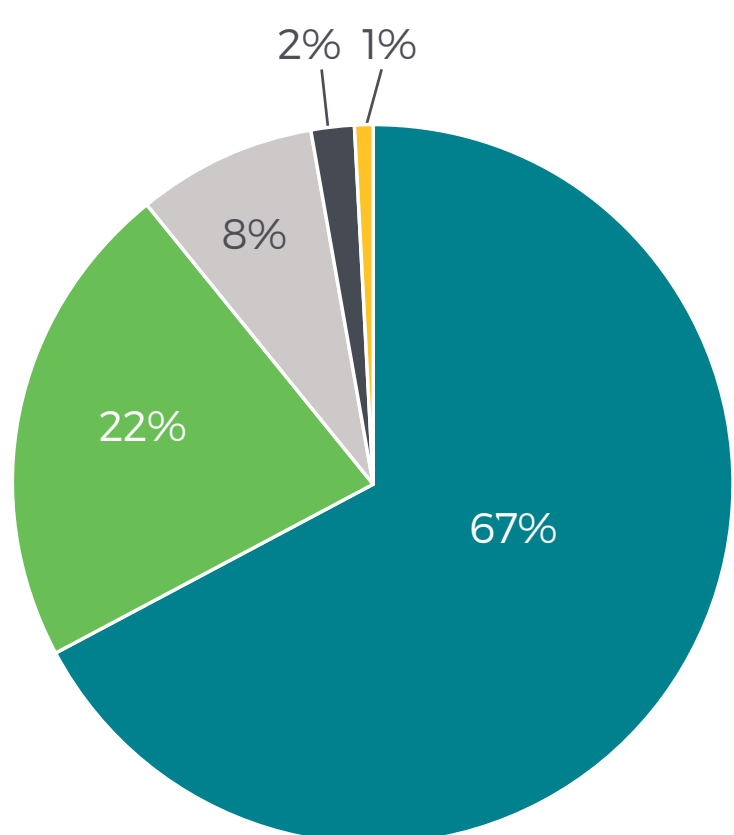
Value for money

Customers' views on whether the services they receive represent value for money.

Rented



Supported



● Very good ● Fairly good ● Neither good nor poor ● Fairly poor ● Very poor