



|           |              |
|-----------|--------------|
| Last year | <b>90.1%</b> |
| 2014/15   | <b>83.6%</b> |

The overall quality of their home



|           |              |
|-----------|--------------|
| Last year | <b>88.0%</b> |
|-----------|--------------|

|         |              |
|---------|--------------|
| 2014/15 | <b>85.4%</b> |
|---------|--------------|

Their neighbourhood as a place to live



|           |              |
|-----------|--------------|
| Last year | <b>86.4%</b> |
|-----------|--------------|

|         |              |
|---------|--------------|
| 2014/15 | <b>80.9%</b> |
|---------|--------------|

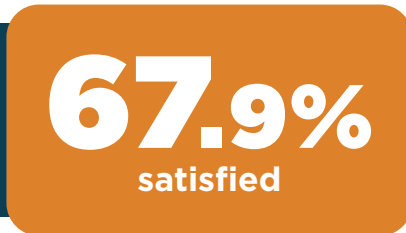
That their rent provides value for money



|           |              |
|-----------|--------------|
| Last year | <b>85.9%</b> |
|-----------|--------------|

|         |              |
|---------|--------------|
| 2014/15 | <b>82.1%</b> |
|---------|--------------|

That their service charges provide value for money



|           |              |
|-----------|--------------|
| Last year | <b>73.2%</b> |
|-----------|--------------|

|         |              |
|---------|--------------|
| 2014/15 | <b>63.3%</b> |
|---------|--------------|

The way we deal with repairs and maintenance



|           |              |
|-----------|--------------|
| Last year | <b>85.3%</b> |
|-----------|--------------|

|         |              |
|---------|--------------|
| 2014/15 | <b>79.5%</b> |
|---------|--------------|

That we listen to their views and acts upon them



|           |              |
|-----------|--------------|
| Last year | <b>72.4%</b> |
|-----------|--------------|

|         |              |
|---------|--------------|
| 2014/15 | <b>64.9%</b> |
|---------|--------------|

\*Benchmark groups based on 2016/17 Housemark data  
All England and Wales RSLs Stock Size 2,500–5,000 (excluding London)