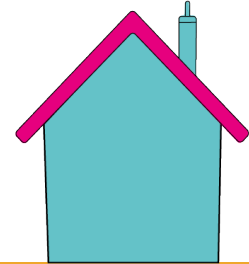


Our Customer Promises

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	Apr-Mar	Target met	Trend	Sector Average *
% of homes not meeting Decent Homes Standard	0%	0%	0%	0%	0.4%	0.1			0%
% of gas safety checks	100%	100%	100%	100%	100%	100%			100%
% of fire safety checks completed	100%	99.9%	97%	99%	99%	99%			100%
% of investment in existing homes (Target provided at Group level)	1.8%	0.8%	2.9%	2.8%	2.3%	1.8%			N/A
Average energy performance certificate (EPC) rating	72.7	74.9	69.9	70	70.2	70.4			63
% of satisfaction that the home is well maintained	81%	63.3%	N/A	N/A	72%	71.3%			81%
% of satisfaction that the home is safe	87%	69.7%	N/A	N/A	88%	77.1%			87%

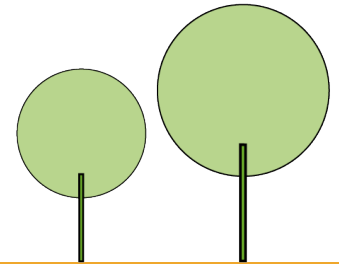
*How we compare to other housing associations in the UK.

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	Apr-Mar	Target met	Trend	Sector Average *
% of reinvestment in new properties and existing stock (Target provided at Group level)	8.3%	10.8%	15.9%	15.5%	8.2%	7.4%			N/A
Number of anti-social behaviour cases per 1,000 homes	15	15.9	1.4	10.1	13.9	11.1			21
% of satisfaction that Progress Housing Group makes a positive contribution to neighbourhoods	87%	54.4%	N/A	N/A	73%	59.9%			87%
% of satisfaction that communal areas are kept clean and well maintained	80%	65.1%	N/A	N/A	80%	73.7%			80%
% of satisfaction with approach to handling anti-social behaviour	82%	54.2%	N/A	N/A	66%	61.3%			82%

*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	Apr-Mar	Target met	Trend	Sector Average*
Number of people supported via Progress Futures	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Number of complaints per 1,000 homes	80	88.8	17.6	30.4	50.4	59.1			N/A
% who agree they are treated fairly and with respect	89%	70.6%	N/A	N/A	80%	78.0%			89%
% of satisfaction that your views are listened and acted upon	84%	57.7%	N/A	N/A	66%	63.4%			84%
% of satisfaction that you are kept informed about things that matter to you	82%	57.9%	N/A	N/A	74%	68.3%			82%

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