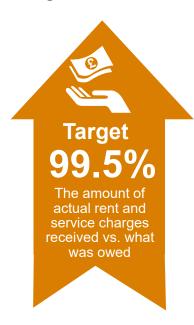
Monthly performance report

August 2025





Target 0

Number of Fire Risk Assessments outstanding

28 property was overdue as at 31 August

*Overall customer satisfaction (transactional)

Target **76%**



Completed homes
Target 1000
203 homes completed as at 31 August

*Customer satisfaction with responsive repairs (transactional)

Target **75%**



May

2025

Target 100% Gas safety compliance

Aug Jul Jun May 2025 2025 2025 2025 97.4% 98.8% 98.9% 93.9%

2025 75.2% Jul 2025 84.1% Jun May 2025 2025

84.5% 85.4%

Aug Jul 2025 2025

Jun 2025

81.9% 81.8% 82.1%

Aug Jul Jun 2025 2025 2025

99.9% 99.9%

99.9% 99.8%

May

2025

Performance has decreased month on month, with an Amber RAG status and is below target



Aua

Satisfaction has decreased since last month, with an Amber RAG status and is below target



70.8%

Satisfaction has decreased since last month with an Amber RAG rating and is below target



There were 24 properties with an outstanding Landlord Gas Safety Recorded as at 31 Aug, with a Green RAG status and is below target

Results for Stonewater Limited, Stonewater (5) Limited

*Methodology changed and targets reviewed to reflect this from Aug 25 onwards