

Monthly performance report

August 2025



***Overall customer satisfaction (transactional)**

Target 76%



***Customer satisfaction with responsive repairs (transactional)**

Target 75%



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

97.4% 98.8% 98.9% 93.9%

Aug 2025	Jul 2025	Jun 2025	May 2025
75.2%	84.1%	84.5%	85.4%

75.2% 84.1% 84.5% 85.4%

Aug 2025	Jul 2025	Jun 2025	May 2025
70.8%	81.9%	81.8%	82.1%

70.8% 81.9% 81.8% 82.1%

Aug 2025	Jul 2025	Jun 2025	May 2025
99.9%	99.9%	99.9%	99.8%

99.9% 99.9% 99.9% 99.8%

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

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

● 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