

Monthly performance report

September 2025



*Customer satisfaction with responsive repairs (transactional)



Month	2025
Sep	99.9%
Aug	99.9%
Jul	99.9%
Jun	99.9%

Month	2025
Sep	99.2%
Aug	97.4%
Jul	98.8%
Jun	98.9%

Month	2025
Sep	76.1%
Aug	75.2%
Jul	84.1%
Jun	84.5%

Month	2025
Sep	71.3%
Aug	70.8%
Jul	81.9%
Jun	81.8%

Performance has increased month on month, with a Green RAG status and is above target

Satisfaction has increased since last month, with a Green RAG status and is above target

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

There were 22 properties with an outstanding Landlord Gas Safety Recorded as at 30 Sep, 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