Monthly performance report TONEWATER September 2024 **Completed homes** Target Number of Fire Risk Target Target 1 000 Assessments outstanding **99.5%** 100% 423 homes completed as at 30 September 12 properties were overdue as at 30 September The amount of Gas safety actual rent and compliance service charges Customer satisfaction received vs. what with responsive repairs **Overall customer** was owed satisfaction (transactional) (transactional) Target Target 85% Aug Jun Sep Aug Jul Jun Jul Jun Sep Aug Jul Jun Sep Jul Sep Aug 2024 2024 2024 2024 2024 20242024 2024 2024 2024 2024 2024 2024 2024 2024 2024 99.9% 99.9% 99.8% 99.9% 98.5% 98.6% 98.4% 87.3% 87.5% 87.7% 87.9% 87.9% 88.0% 88.1% 89.8% 98.5% Satisfaction has decreased There were 21 properties Performance has remained Satisfaction has slightly with an outstanding since last month but decreased since last the same month on month Landlord Gas Safety remains Green and above month but remains with an Amber status and Record as at 30 target Green and above target below target September, with a Green

RAG status and below

target

Results for Stonewater Limited, Stonewater (5) Limited and Greenoak Housing Association Limited