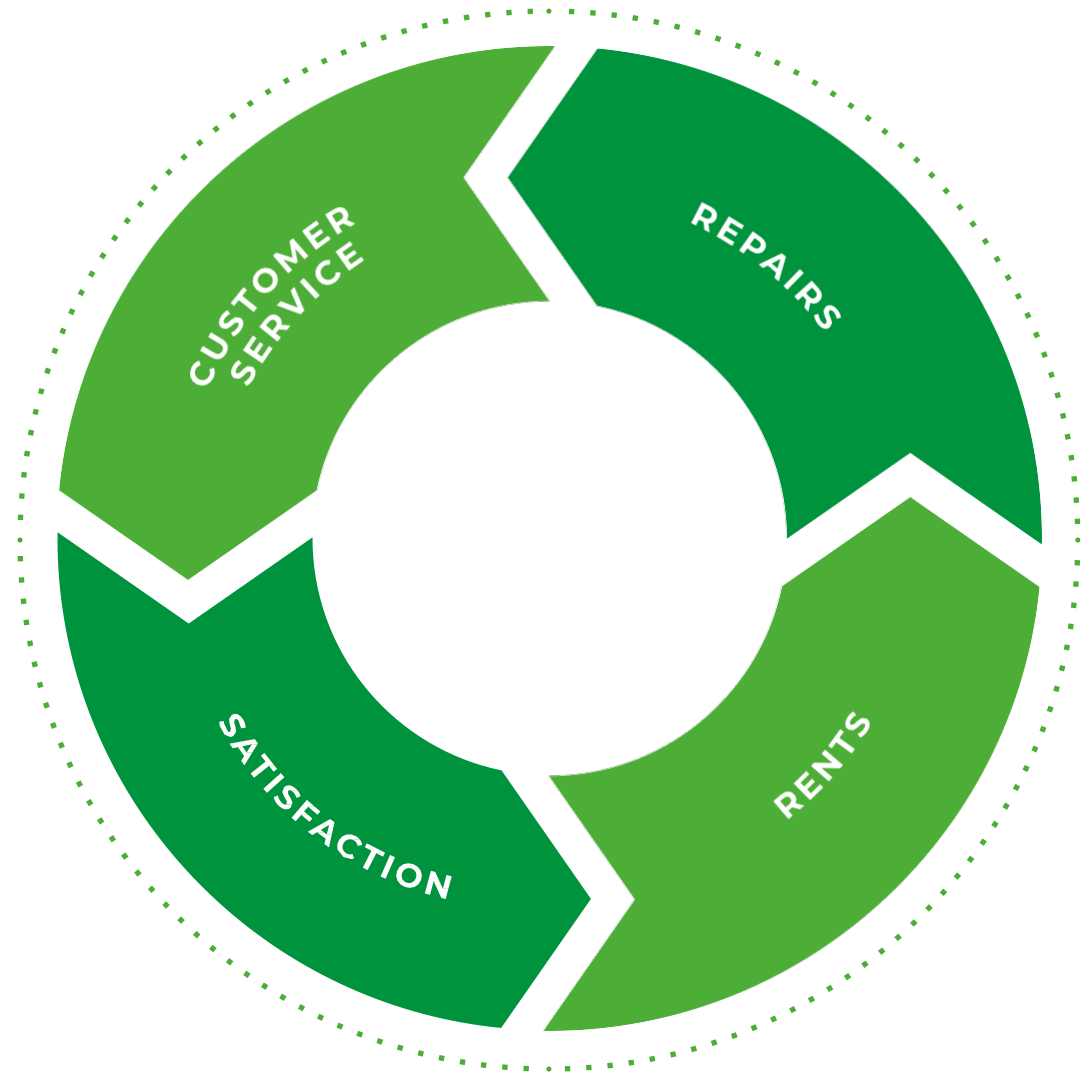




**Tai Calon**  
Community Housing

## OUR PERFORMANCE

Here are your 2021/22 performance indicators.



### Key



*on target*



*close to target*



*at risk*



*upwards trend*



*downwards trend*



*no trend*



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## OUR PERFORMANCE

Here are your 2021/22 performance indicators.

### CUSTOMER SERVICE

**95.40%** ↑

**CALLS ANSWERED**

**13,002**

**CALLS OFFERED**



#### Key



*on target*



*close to target*



*at risk*



*upwards trend*



*downwards trend*



*no trend*



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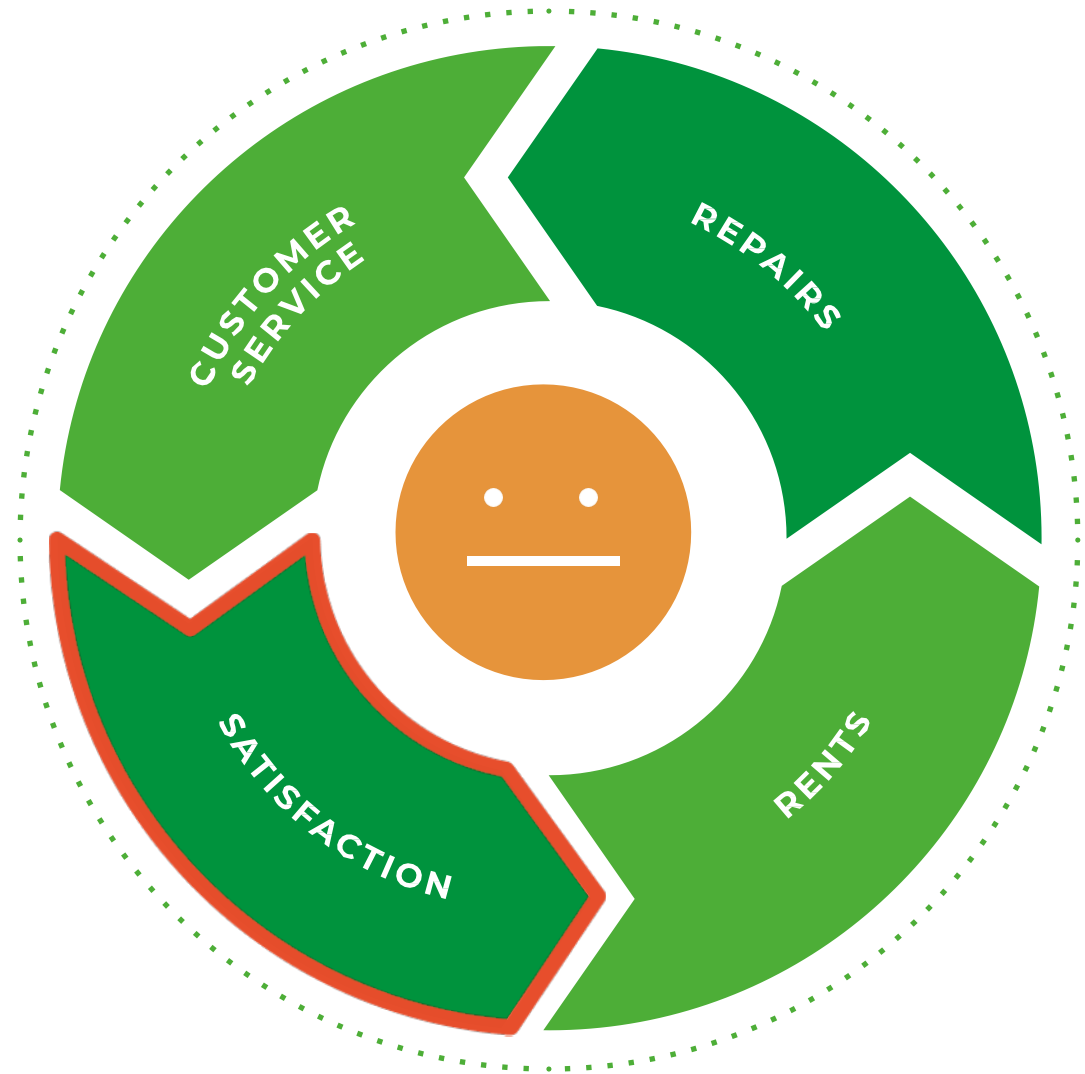
## OUR PERFORMANCE

Here are your 2021/22 performance indicators.

### OVERALL SATISFACTION

**86% ↑**  
OF RAVERS

**10% ↓**  
OF RANTERS



**Key**



*on target*



*close to target*



*at risk*



*upwards trend*



*downward trend*



*no trend*



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## OUR PERFORMANCE

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### RENTS

**2.86%**

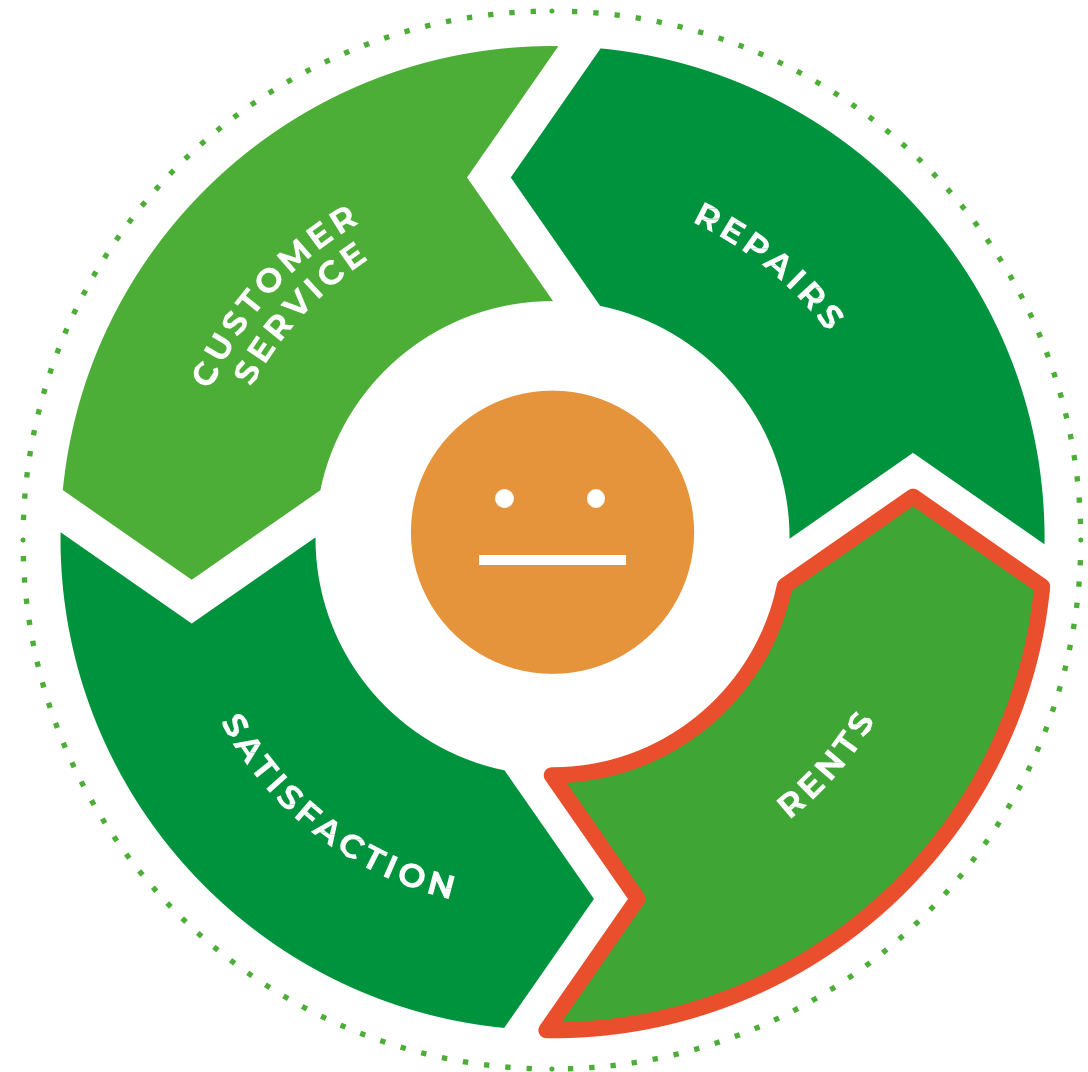


**ARREARS**

**100.68%**



**RENT COLLECTED**



### Key



*on target*



*close to target*



*at risk*



*upwards trend*



*downwards trend*



*no trend*



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Community Housing

## OUR PERFORMANCE

Here are your 2021/22 performance indicators.

### REPAIRS

**96.47%** ↑

**SHORT TERM REPAIRS**

**98.52%** ↓

**EMERGENCY REPAIRS**



### Key



*on target*



*close to target*



*at risk*



*upwards trend*



*downwards trend*



*no trend*