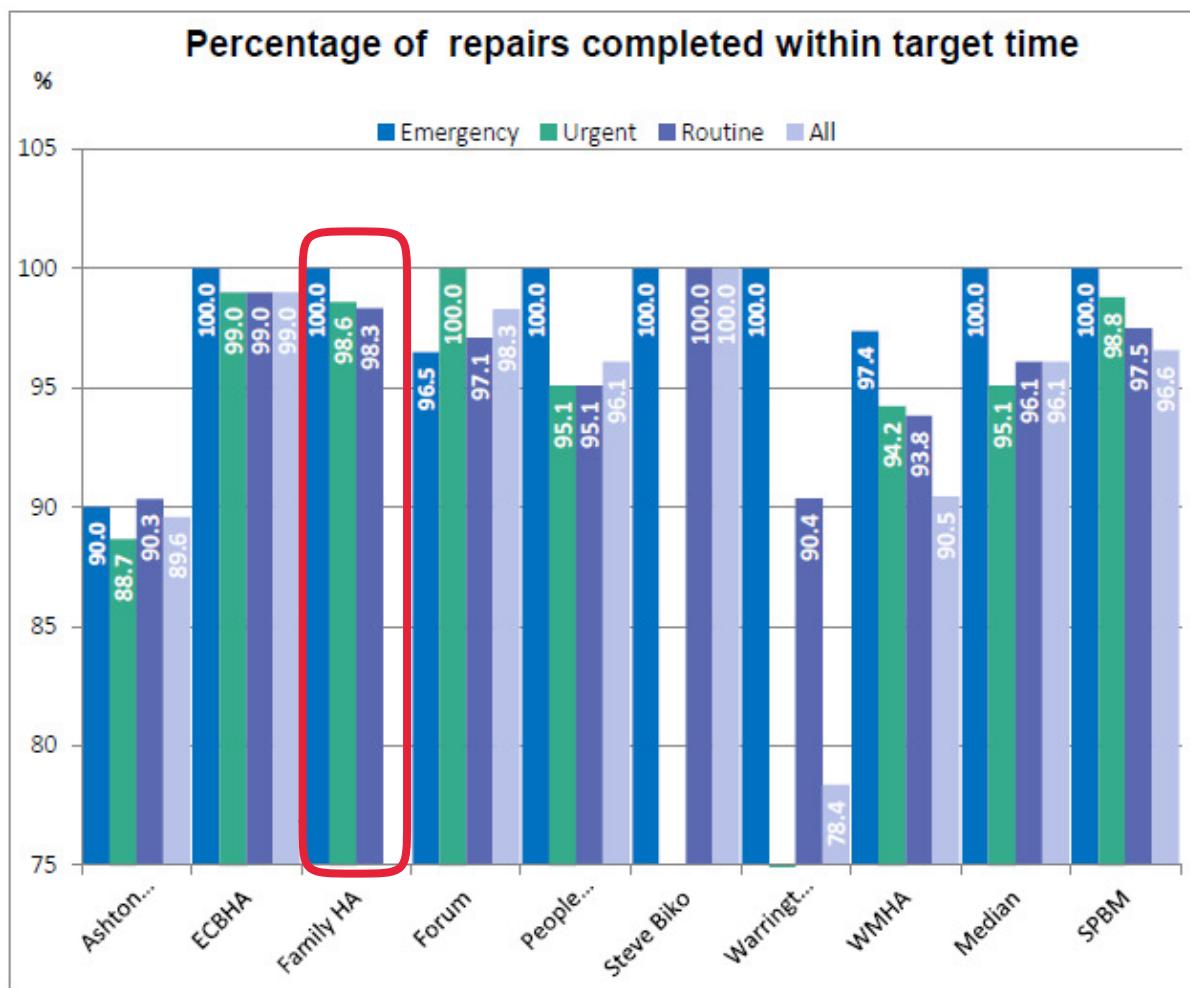
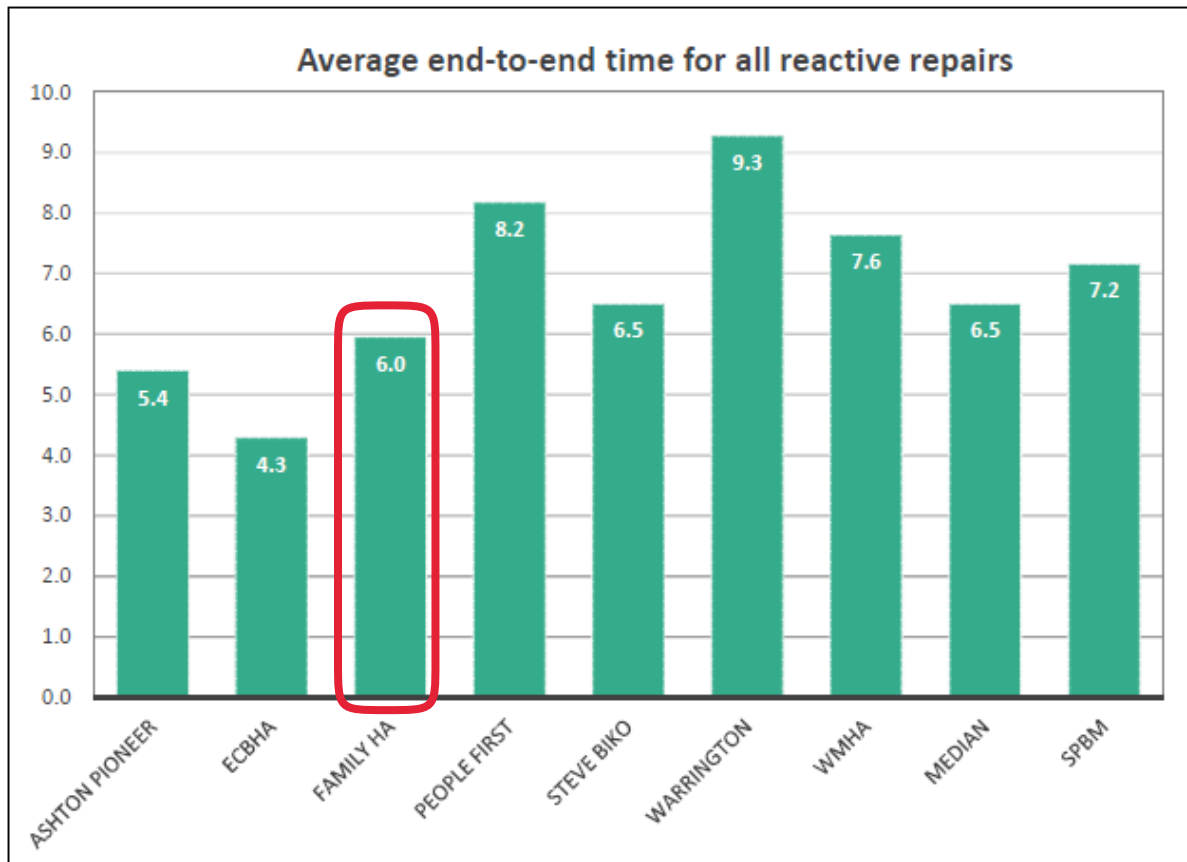
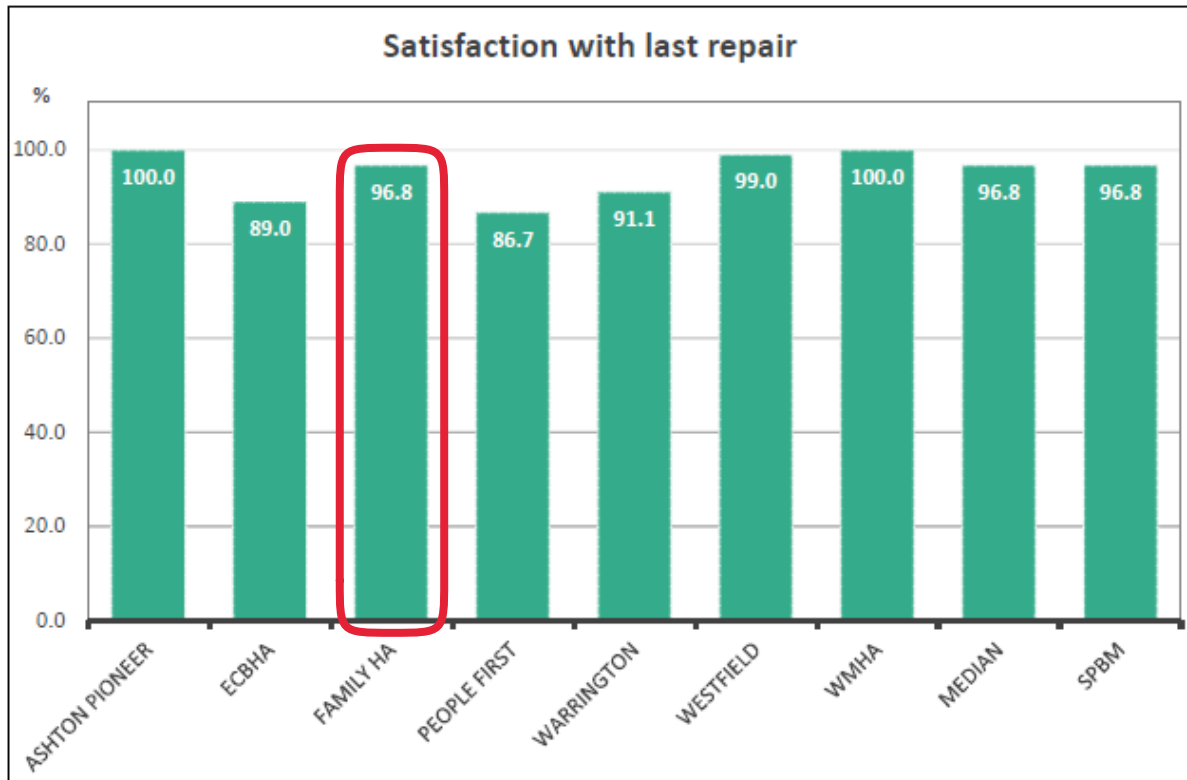


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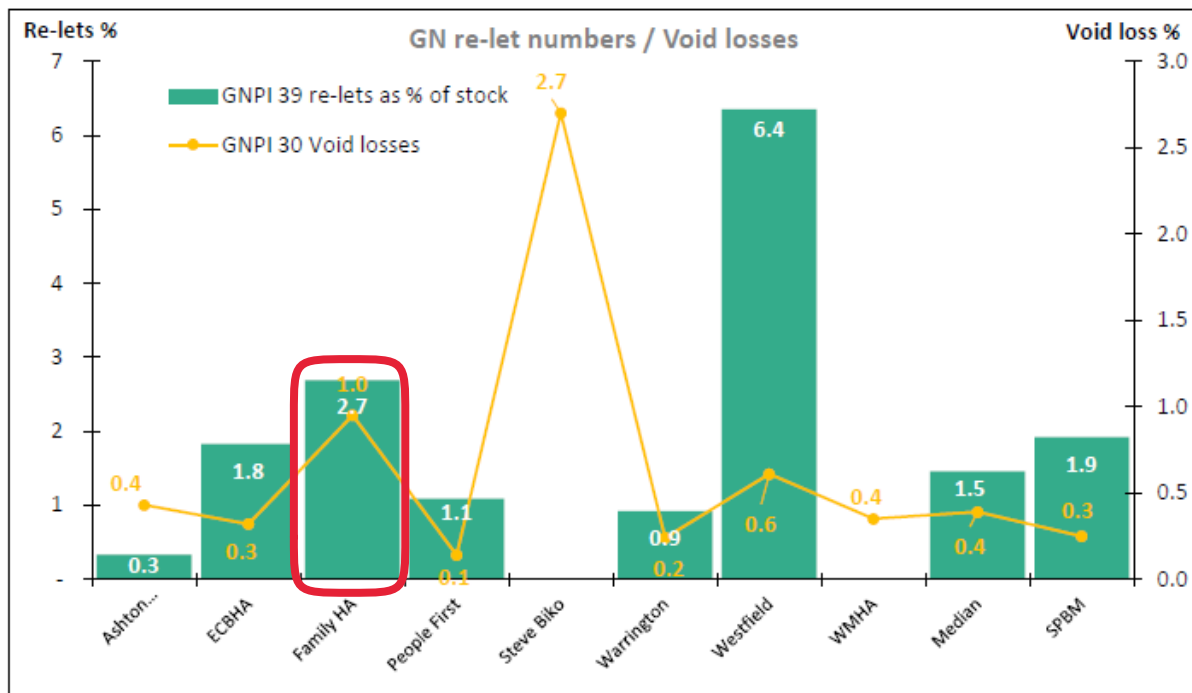
Information in the following charts is collected by the Community Housing Associations North West Benchmarking Group. Each chart shows how Family Housing compares to others in the Group. The median is the average for the Group, SPBM (Small Providers Bench Mark) is the average for small providers Nationally.

The following charts relate to performance from April 2020 to September 2020.

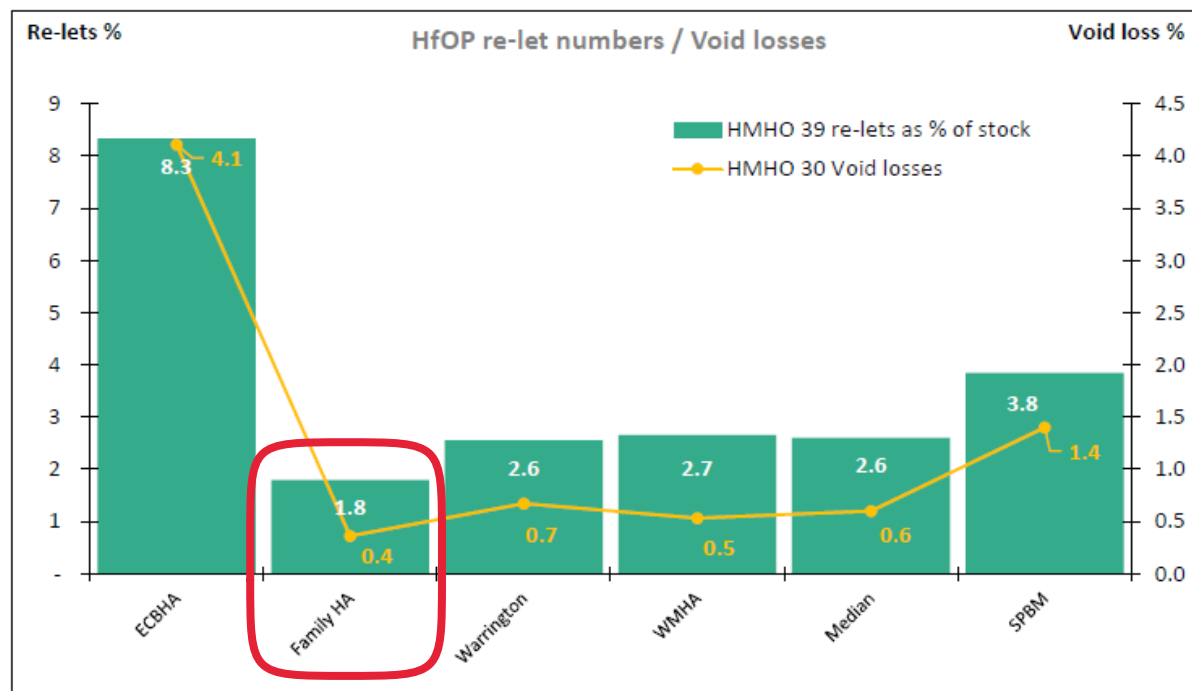




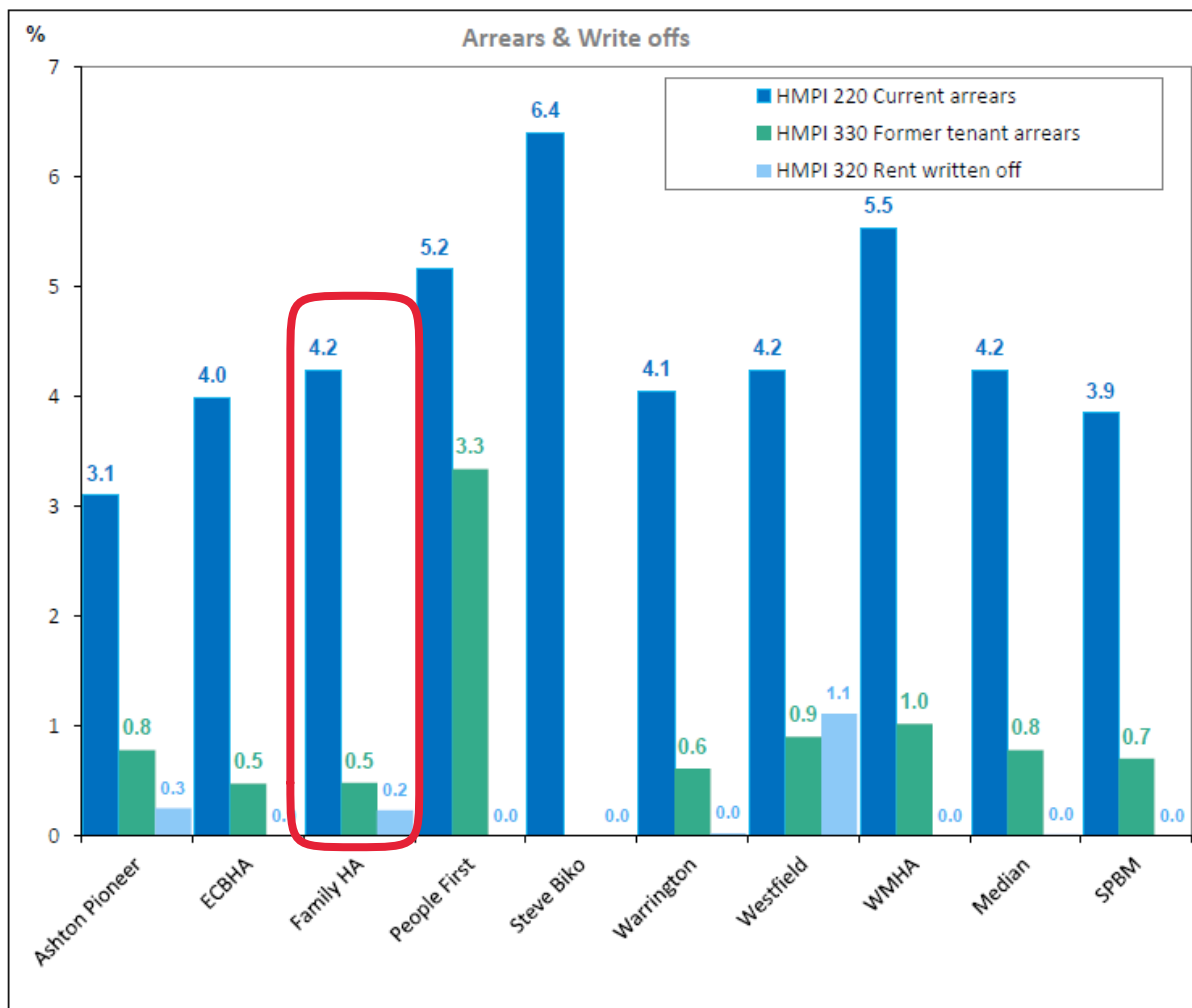
GN = General Needs Accommodation



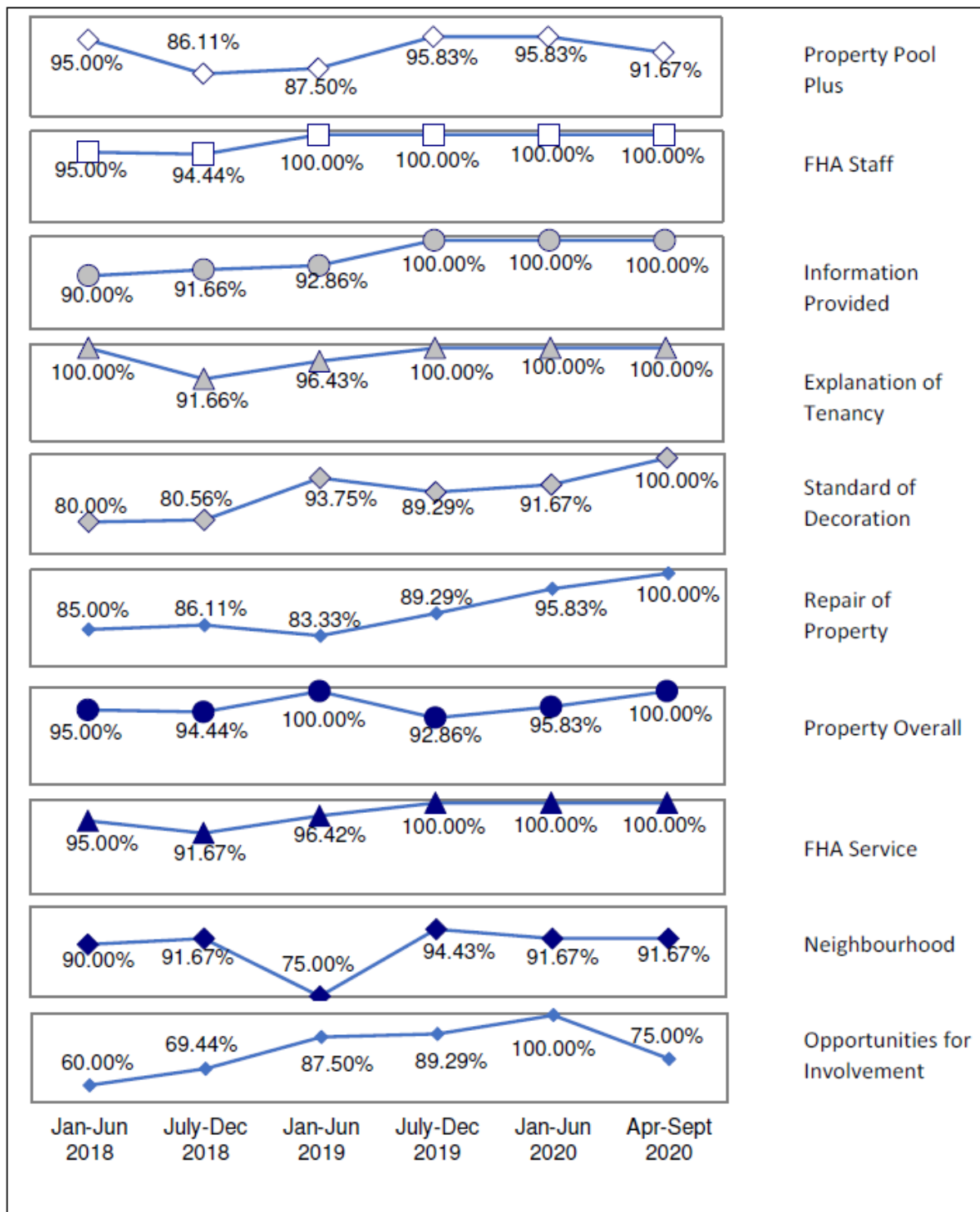
HfOP – Housing for Older People (Sheltered Housing)



Figures shown as a % of rent charged



New Tenant Satisfaction Questionnaire Results



Repair Customer Satisfaction Questionnaire Results

