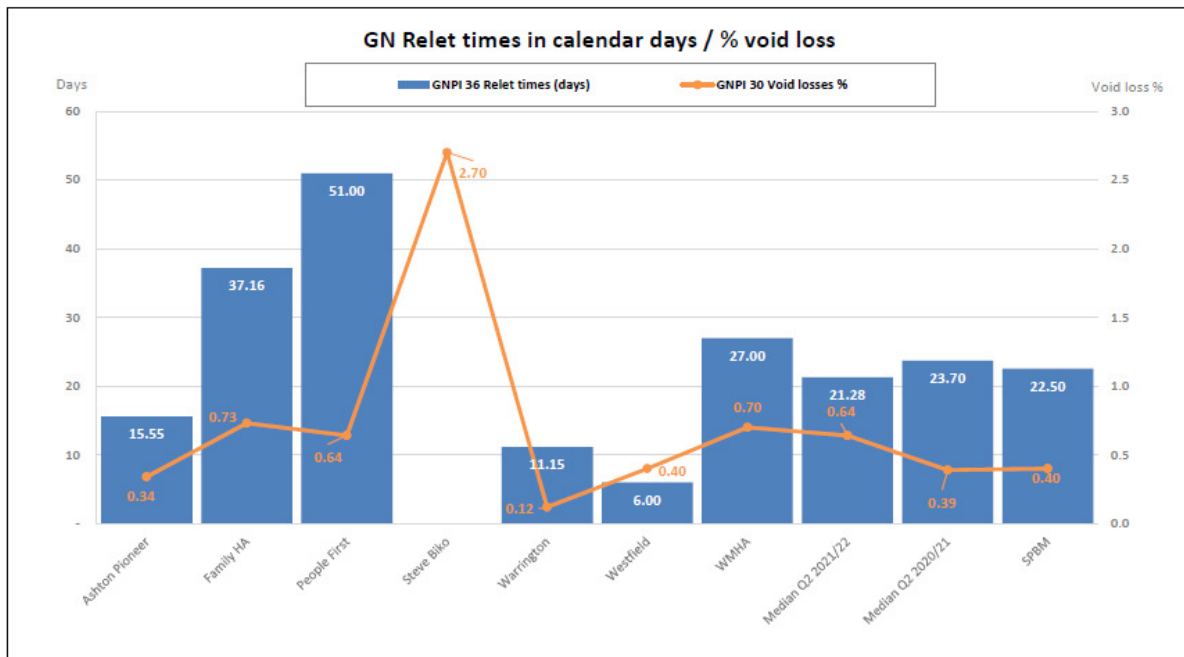
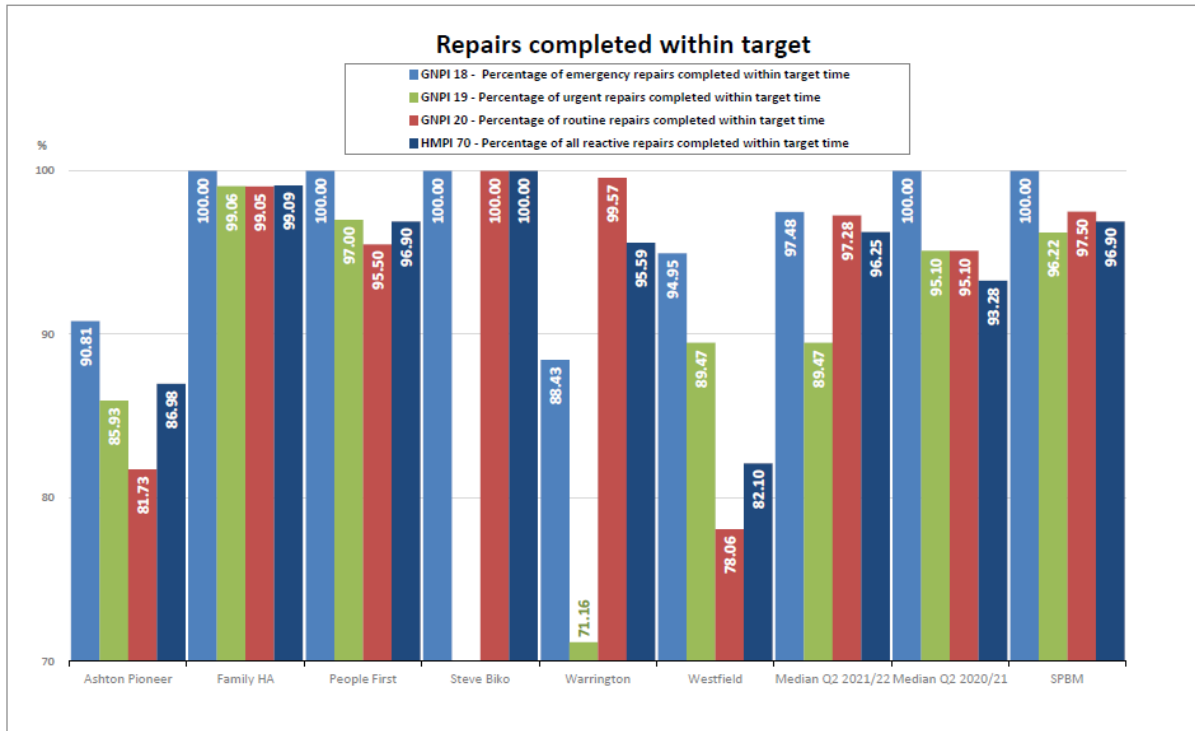
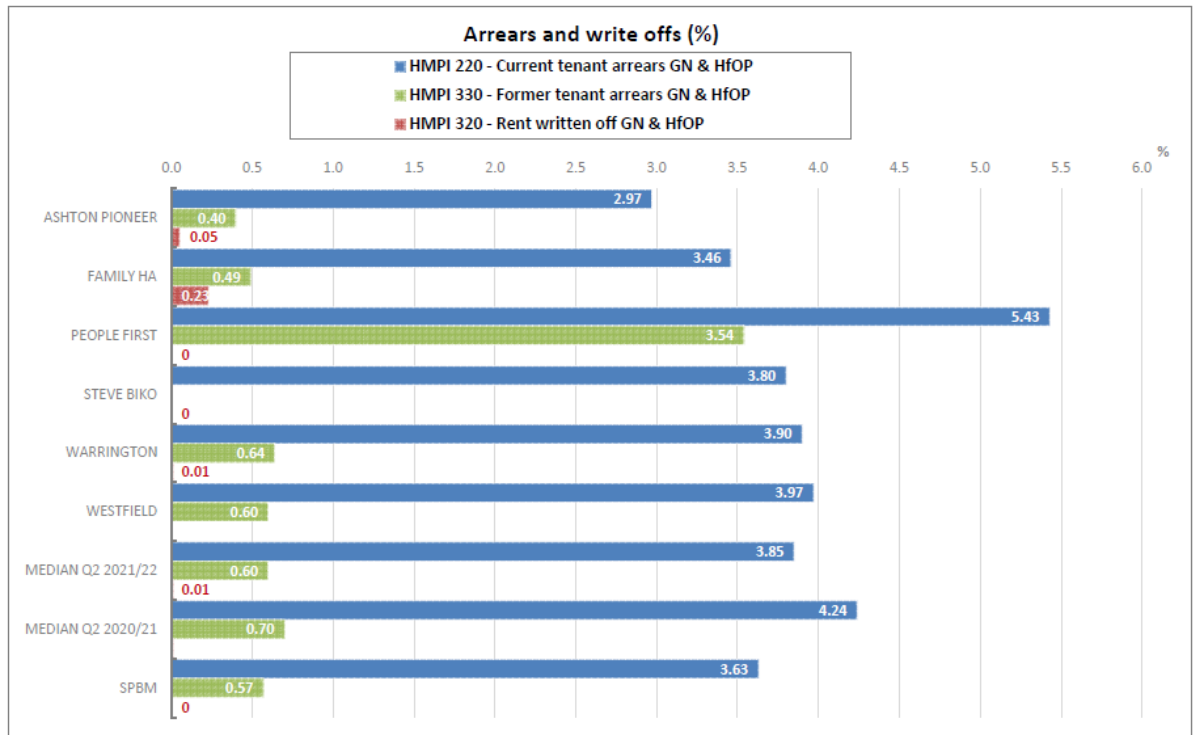
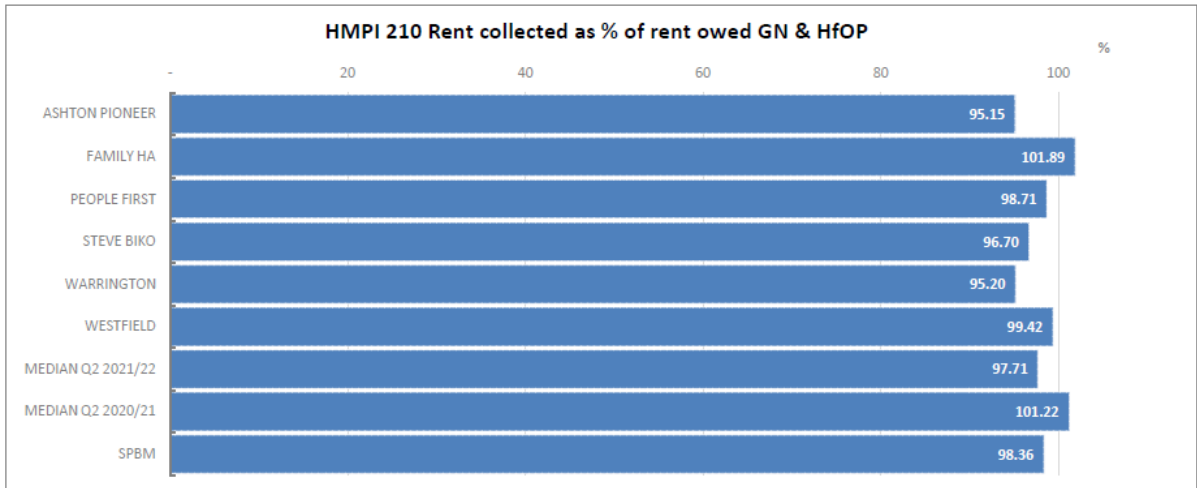


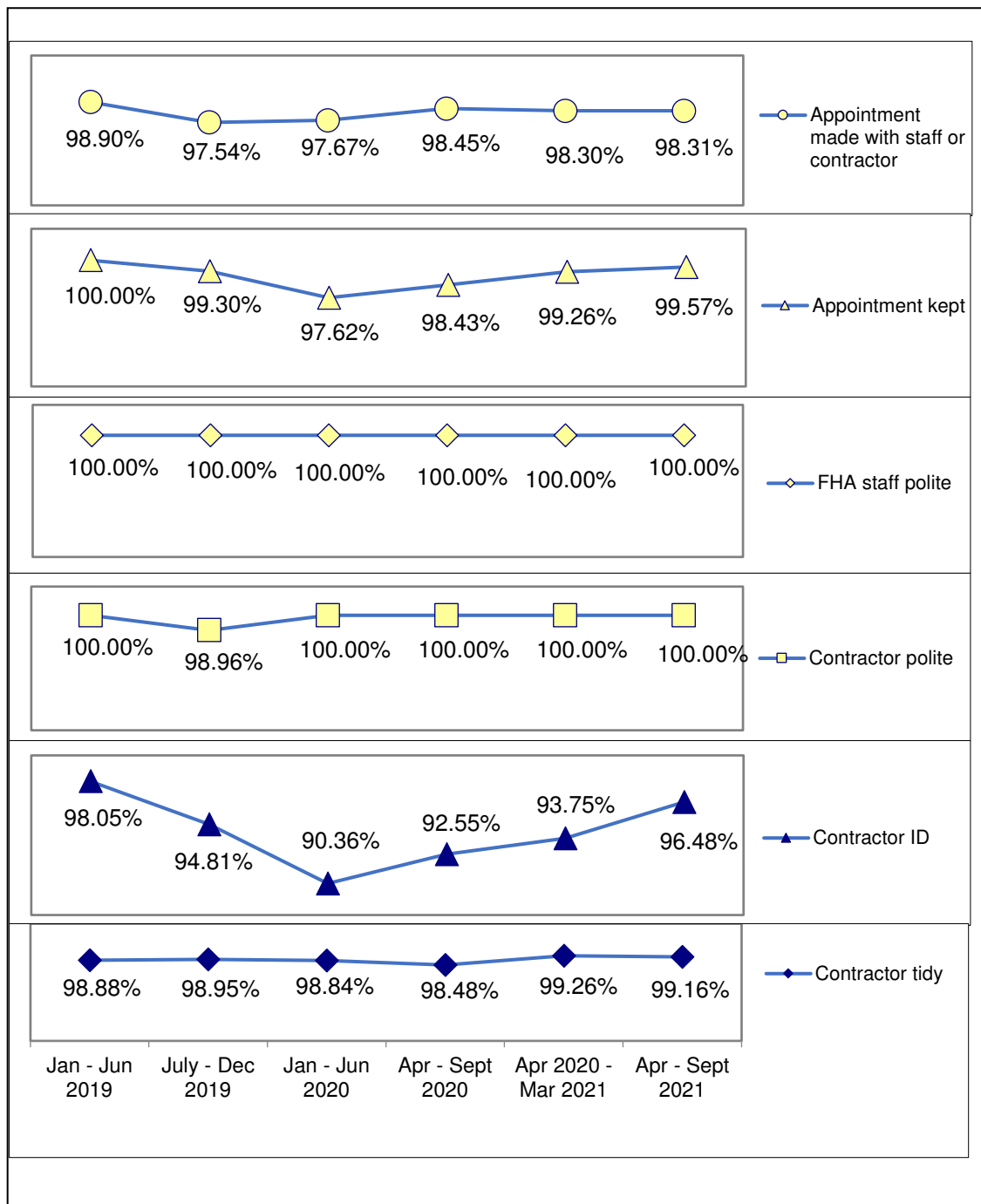
## Performance Information

Information in the charts below is collected as part of the Community Housing Associations North West Benchmarking Group. Each chart shows how Family Housing Association 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. Performance relates to April 2021 to September 2021.





## Repairs Customer Satisfaction Questionnaire Performance



## New Tenant Satisfaction Questionnaire Results

