78% of residents were satisfied with our overall service – 1% higher than the average among residents of other large housing associations in London but lower than we would like.

91% of complaints were dealt with within 10 days.

51.9% of residents said they felt we kept them informed of progress with their case of antisocial behaviour.

82.4% of residents were satisfied with the outcome of their enquiry.

Our residents pay an average of 37% of what private renters pay for a two-bedroom home.

71% of our estates reached gold standard for cleanliness and safety.

5,000 is the number of homes we plan to build each year by 2020.

3,356 residents in rent arrears took up our offer of extra support.

1,400 new bathrooms were fitted this year.

2,100 new kitchens were fitted this year.

570 residents checked how we performed and helped us to raise standards.

93.9% of residents were given an appointment for when their repair would be done.

87.3% of residents were happy with how we dealt with their last repair.

71.9% of residents were satisfied that their rent provided value for money.

Creating places where people want to live.