

Victor da Cunha Chief Executive

In partnership with you



Our new 10-year vision

By 2034, Everyone Feels Proud about the Quality of our Homes

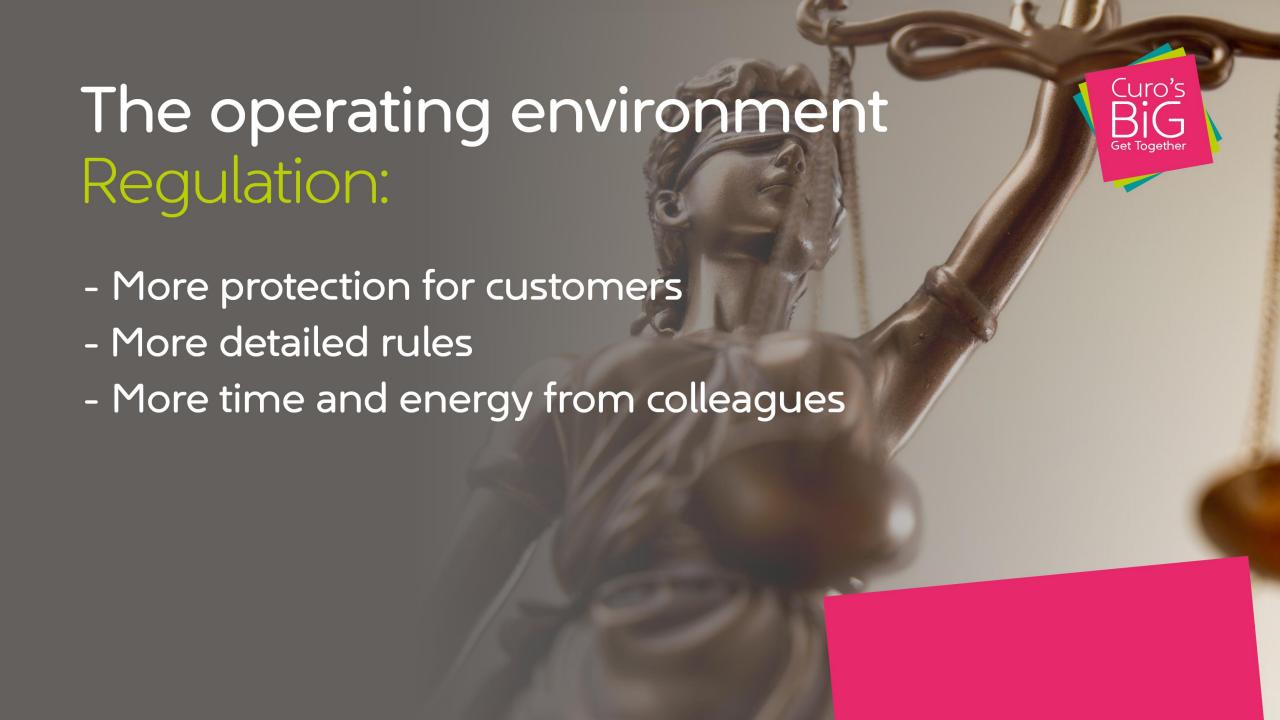


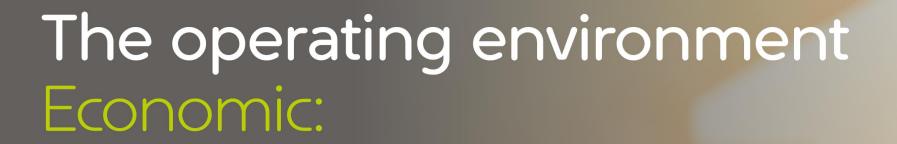


Our strategic objectives

- Quality Homes
- Purposeful Culture
- Trusted Customer Services
- Collaboration & Growth
- Solid Foundations

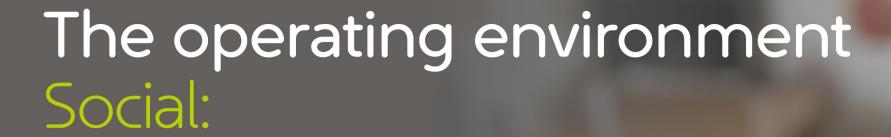








- Less income
- More costs for customers
- More costs for us



Curo's

- Complex needs and demand
- Less funding
- Less land



How we compare

Our TSM Performance vs sector averages

Measure	Curo Score 2023/4	Southern Region Average
Overall satisfaction	68%	70%
Repairs satisfaction	70%	72%
Satisfaction that home is safe	65%	66%
Satisfaction with time taken to complete recent repair	76%	79%
Satisfaction with keeping communal areas clean	58%	63%
Satisfaction with complaints handling	33%	35%
Satisfaction that Curo listens & acts	59%	63%



Our TSM Performance vs sector averages



OVERALL SATISFACTION

Curo: 68% Sector: 70% 2% behind

Action planned:

- Setting a published standard for all our homes
- A new investment plan to meet that standard

REPAIRS SATISFACTION

Curo: 70% Sector: 72% 2% behind

SATISFACTION WITH TIME TO COMPLETE RECENT REPAIR

Curo: 65% Sector: 66% 1% behind

Action taken:

- New in-house fences, paths and walls team
- New in-house roof repairs team

Action planned:

- New in-house fences, paths and walls team
- New in-house roof repairs team

SATISFACTION THAT HOME IS SAFE

Curo: 66% Sector: 79% 3% behind

Action taken:

More comprehensive annual home safety check
resulting in fewer visits

Action planned:

 Piloting faster approach to reports of damp and mould

Our TSM Performance vs sector averages



SATISFACTION KEEPING COMMUNAL AREAS CLEAN

Curo: 58% Sector: 63% 5% behind

Action taken:

• Brought cleaning service in-house

SATISFACTION WITH COMPLAINTS HANDLING

Curo: 33% Sector: 35% 2% behind

Action taken:

- Additional resource to complaints team
- Number of open complaints reduced by 28% since start of year

Action planned:

- New complaints model reporting directly to CEO
- New approach to learning from complaints
- New customer committee will receive performance and learning reports

SATISFACTION THAT CURO LISTENS & ACTS

Curo: 43% Sector: 44% 1% behind

Action taken:

 Community Catch-ups rolled out to 60+ communities

Action planned:

- Customer Experience
 Committee
- Resident Involvement Plan

