



# 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

A young man with brown hair, glasses, and a black t-shirt is smiling while using a blue and black power drill to work on a wall. He has a large tattoo on his right arm and is wearing a black watch. The background is a blurred indoor setting.

Curo's  
BiG  
Get Together



# The operating environment

## Regulation:



- More protection for customers
- More detailed rules
- More time and energy from colleagues



# The operating environment

## Economic:

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





# The operating environment

## Social:

- Complex needs and demand
- Less funding
- Less land



# The operating environment

## Political:

- Housing important
- But competing demands for many public services

Curo's  
**BiG**  
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# How we compare

## Our TSM Performance vs sector averages

Curo's  
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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



# Working with you

To achieve this, we need to  
work in partnership with residents.  
Join us in this journey...

