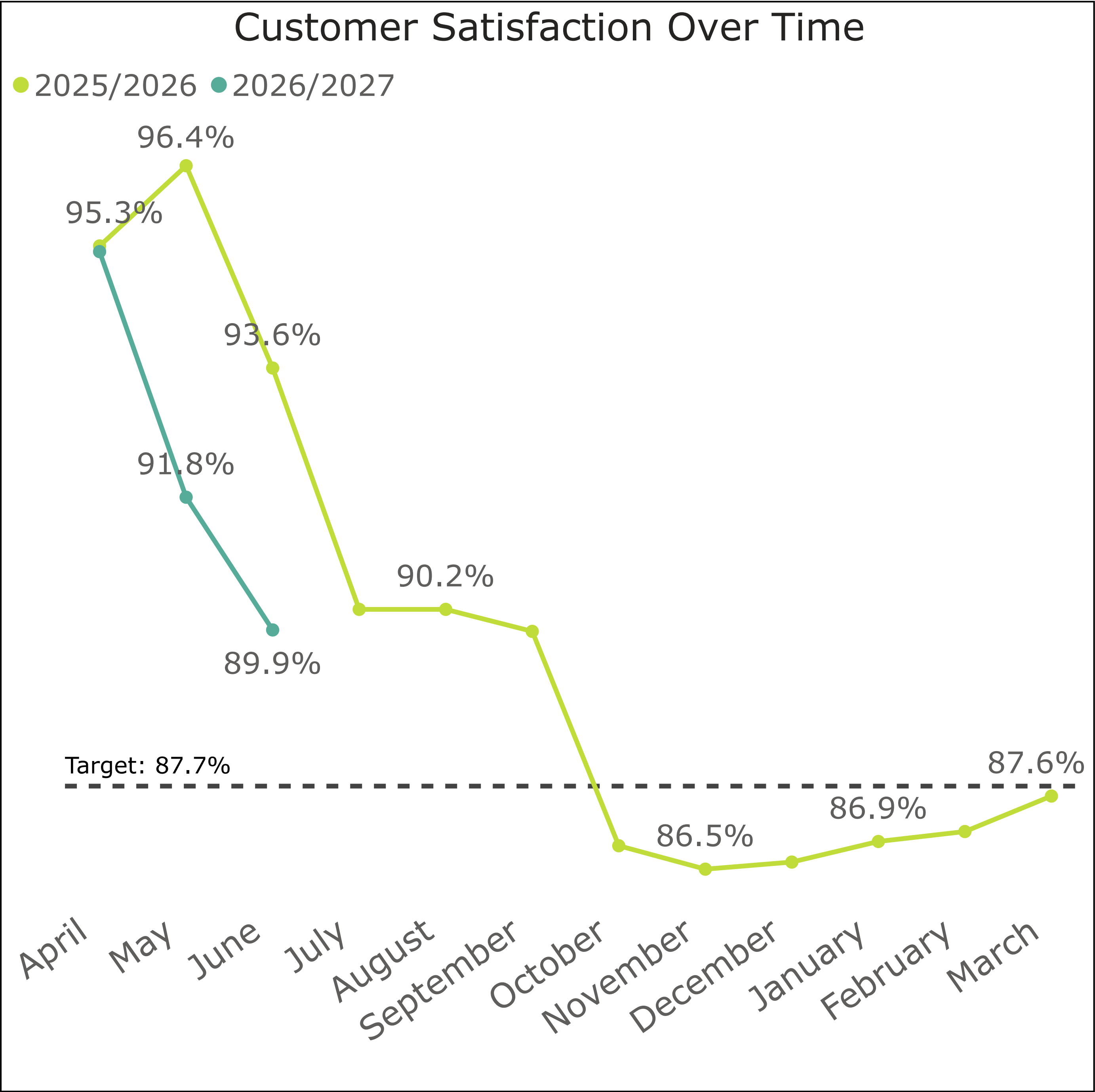




Customer Service Satisfaction

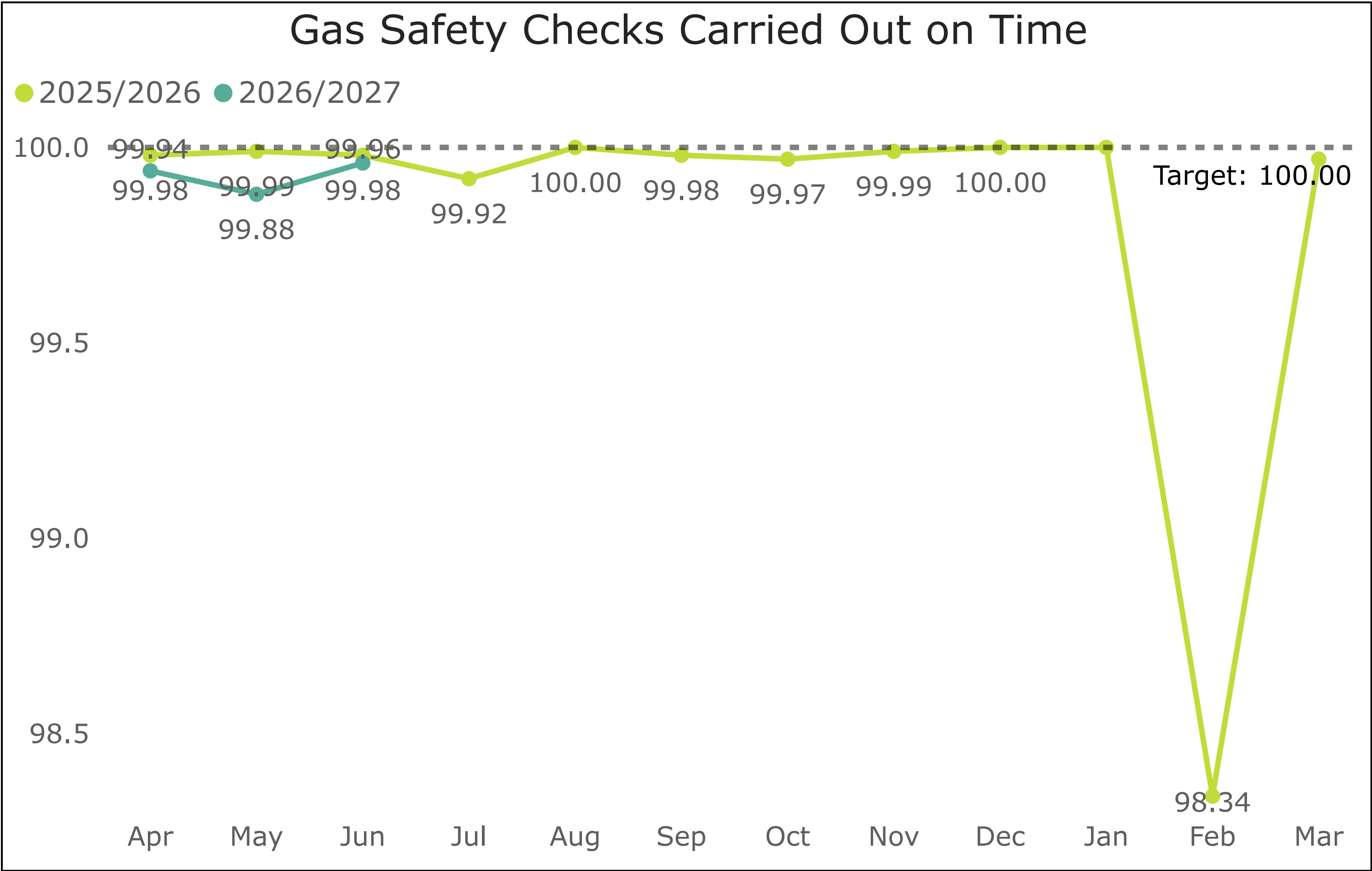


The total number of customer who reported being satisfied with all Curo services, as a proportion of all responses received across individual transactional surveys. Customers are asked to rate their satisfaction out of 10 through text message surveys, with satisfaction defined as scoring 7+ out of 10.

The chart above shows Curo's overall customer service satisfaction over time. Currently, Curo is performing above its target of 87.7%. Satisfaction was 3.7% lower in June 2026 than compared with June 2025.



Property Safety

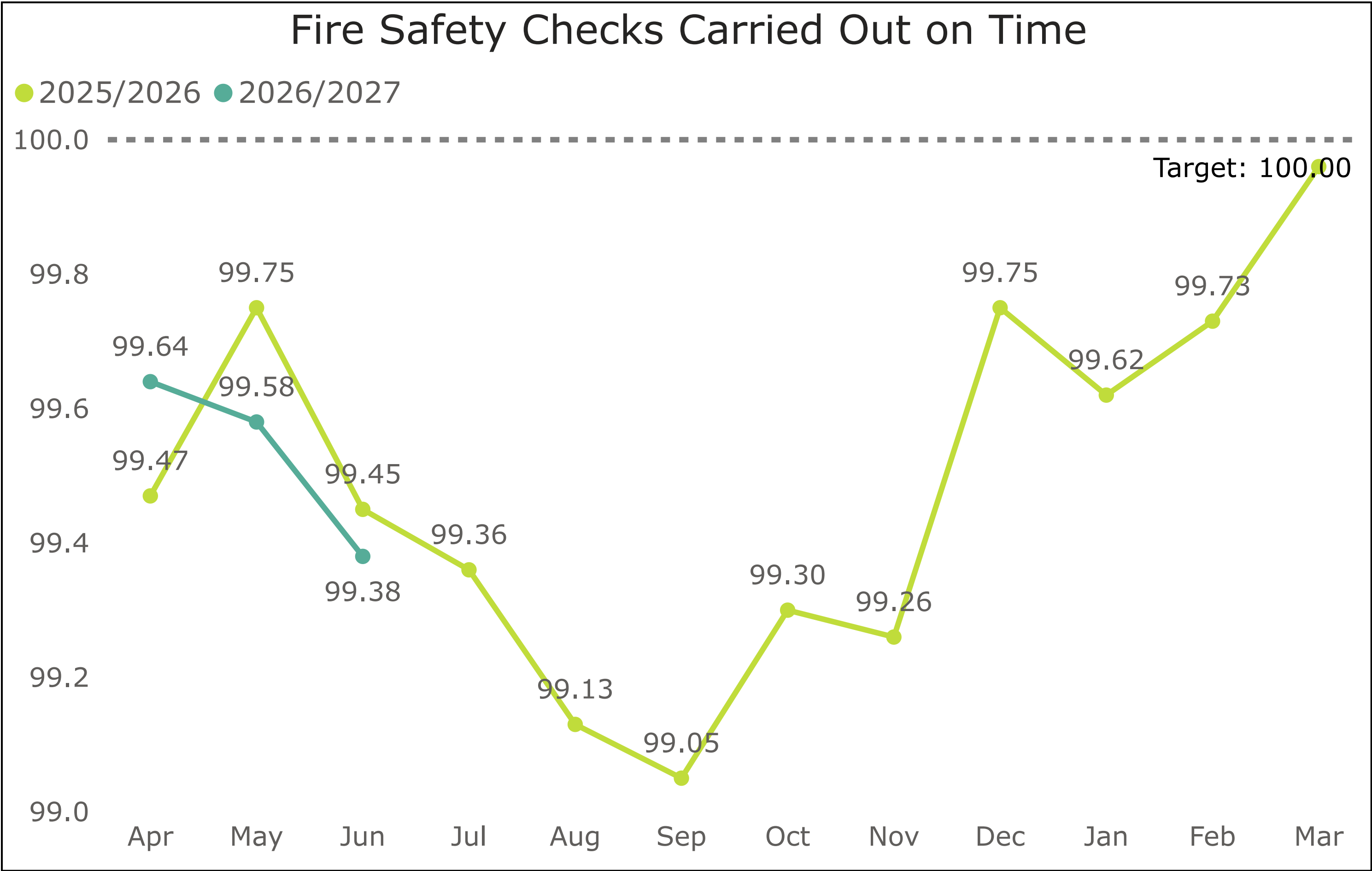


The total number of homes that have had a gas safety check completed within target timeframe, as a proportion of all homes requiring gas safety checks. This also communal gas boilers.

The chart above shows the percentage of gas safety checks carried out on time. Currently, Curo is performing less than 1% below its target of 100%. Performance is 0.02% lower in June 2026 than compared with June 2025.



Property Safety

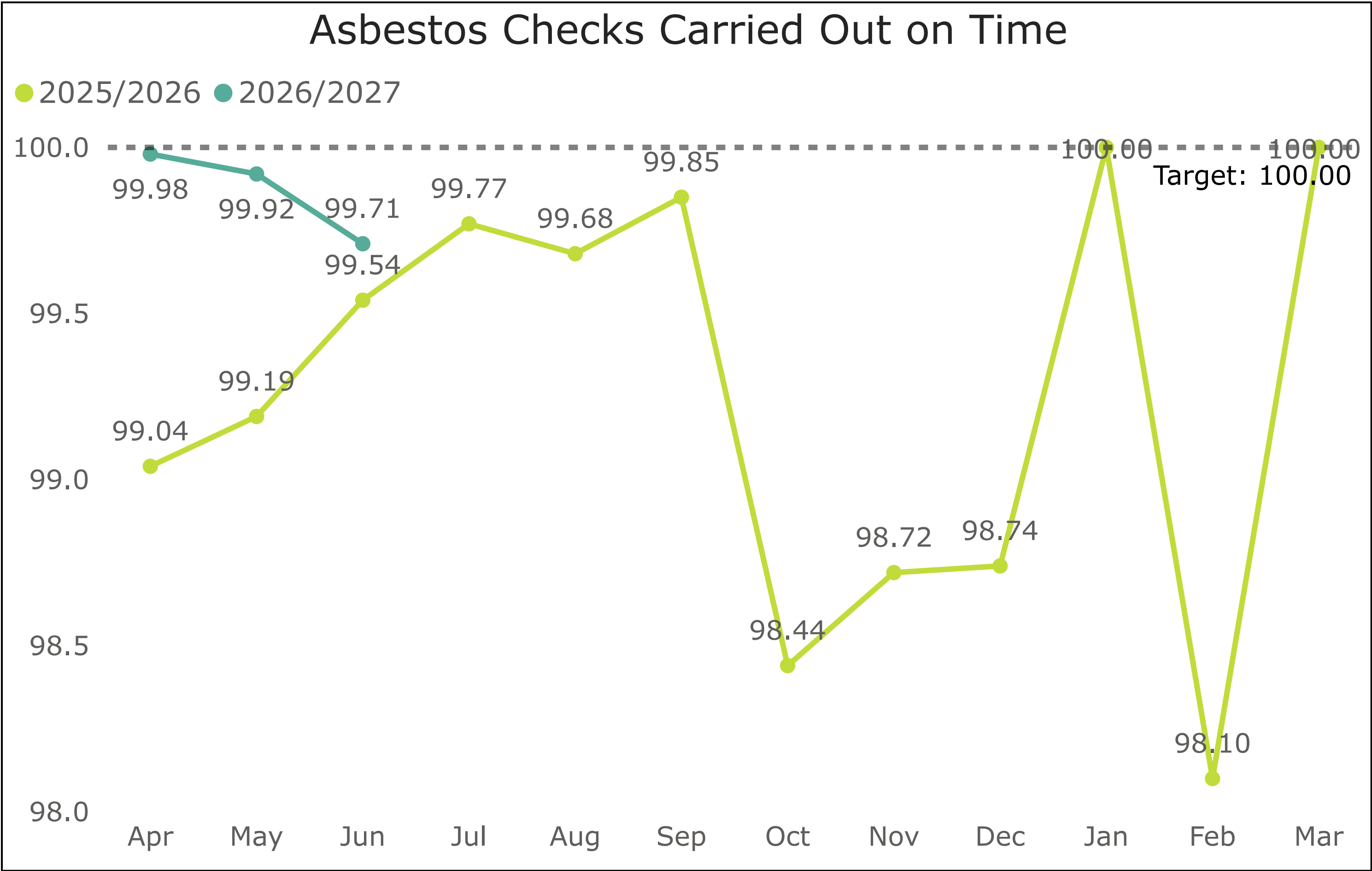


The total number of homes in blocks requiring fire safety checks that have been completed within target, as a proportion of all homes in blocks requiring fire safety checks.

The chart above shows the percentage of fire safety checks carried out on time. Currently, Curo is performing less than 1% below its target of 100%. Performance is 0.07% lower in June 2026 than compared with June 2025.



Property Safety

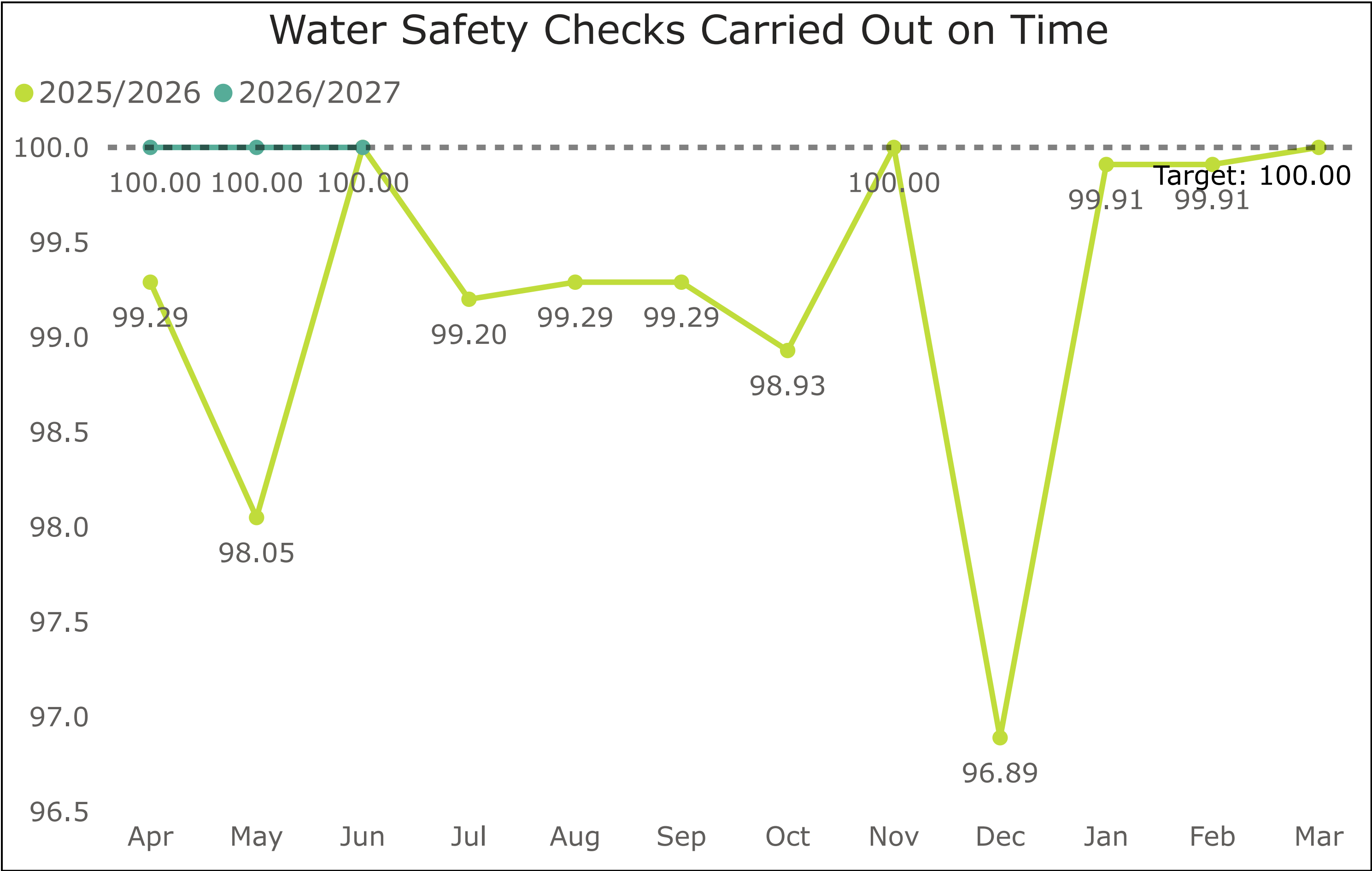


The total number of homes in blocks requiring asbestos management surveys and inspections that have been completed within target, as a proportion of all homes in blocks requiring asbestos management surveys and inspections.

The chart above shows the percentage of asbestos checks carried out on time. Currently, Curo is performing less than 1% below its target of 100%. Performance is 0.17% higher in June 2026 than compared with June 2025.



Property Safety

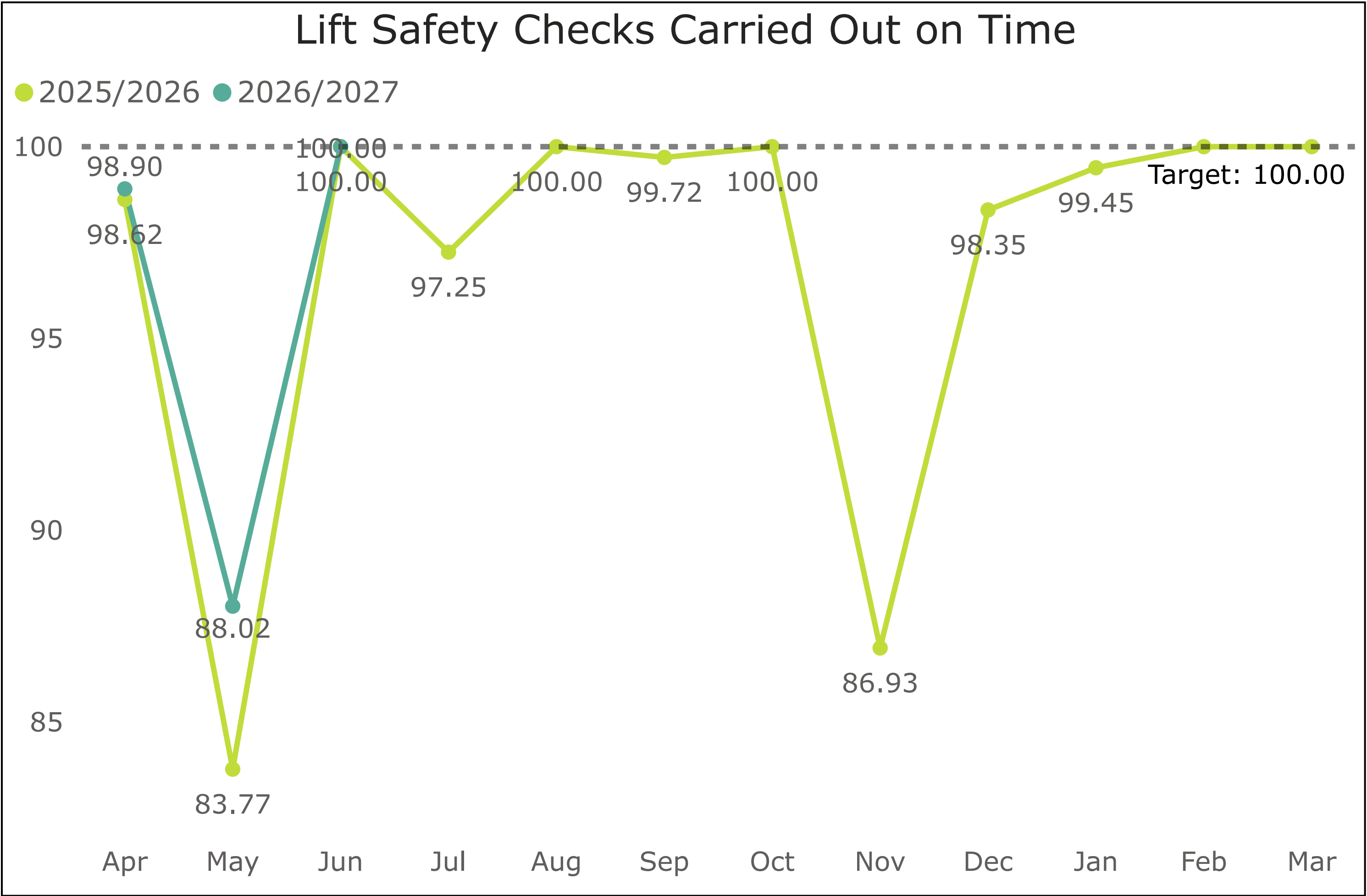


The total number of homes in blocks requiring water safety checks that have been completed within target, as a proportion of all homes in blocks requiring water safety checks.

The chart above shows the percentage of water safety checks carried out on time. Currently, Curo is performing in line with its target of 100%. Performance is the same as was reported in June 2025.



Property Safety

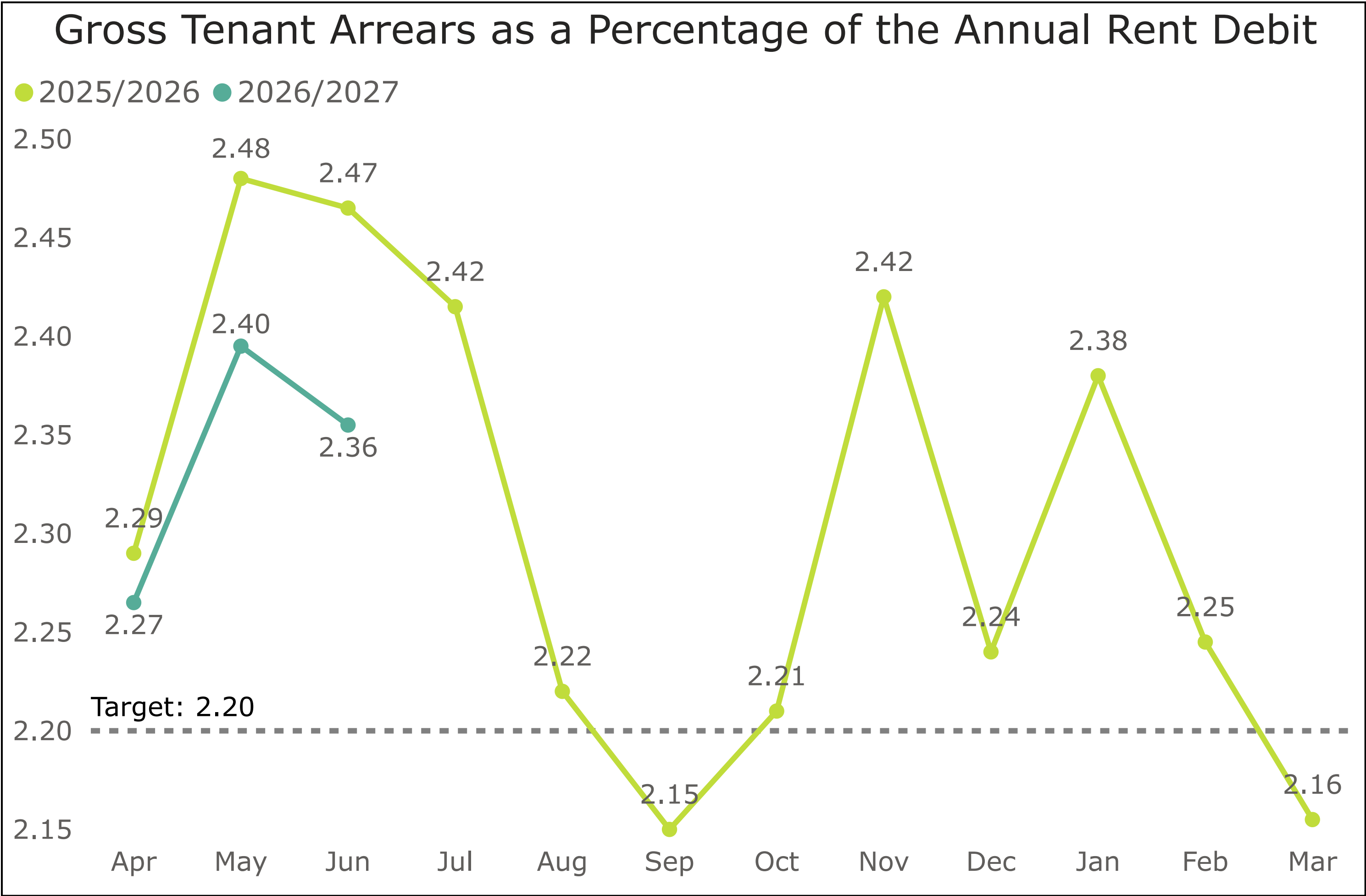


The total number of homes in blocks where lifts that have had their safety check completed within target, as a proportion of all homes in blocks with lifts requiring safety checks.

The chart above shows the percentage of lift safety checks carried out on time. Currently, Curo is performing in line with its target of 100%. Performance is the same as was reported in June 2025.



Rent and Arrears

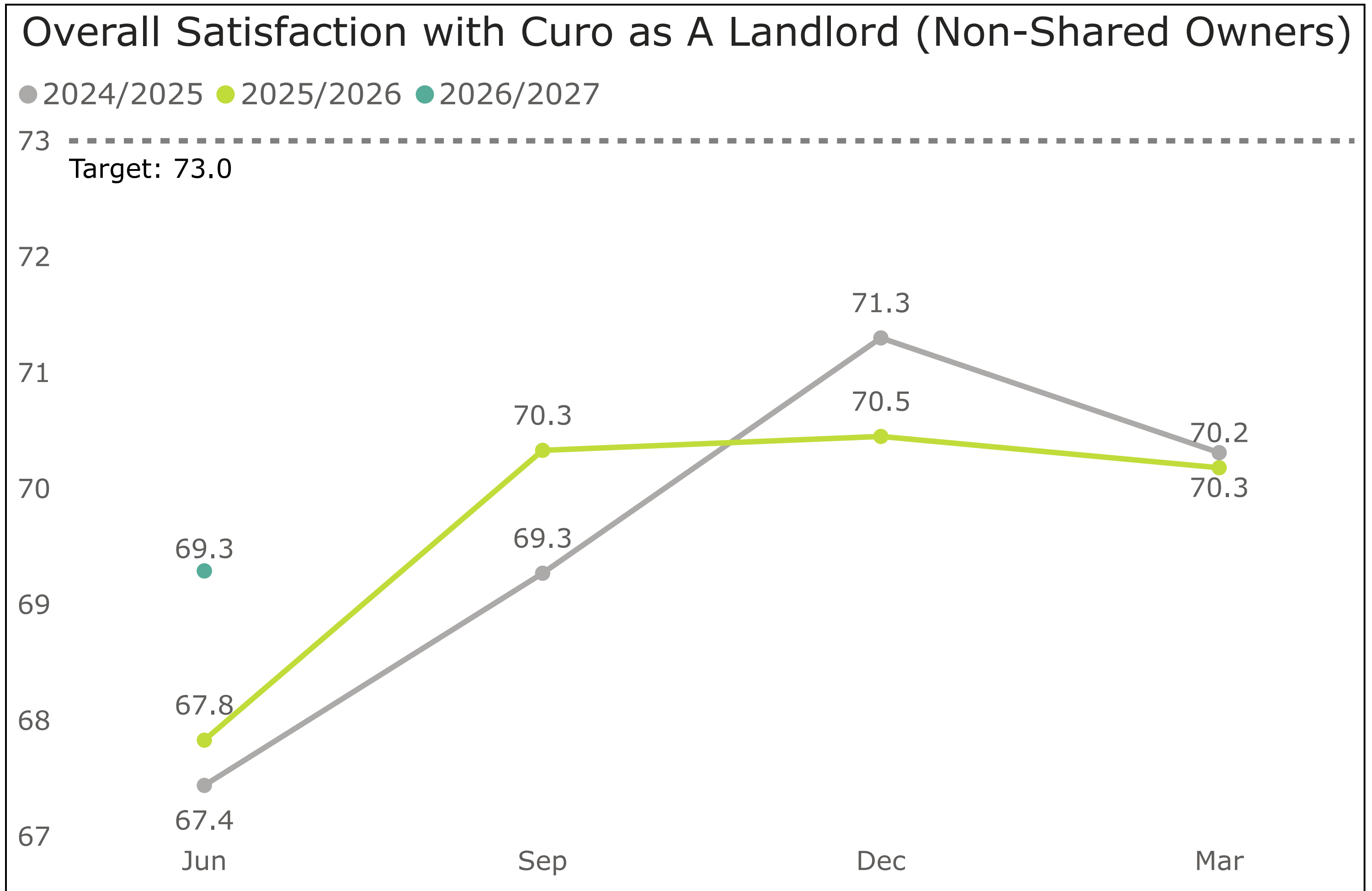


The gross rent arrears of all current 'General Needs' and 'Housing for Older People' tenants at the end of the reporting period as a percentage of the annual rent debit (for the current financial year).

The chart above shows the percentage of gross rent arrears. Currently, arrears are 0.16% higher than its target of 2.20%. Performance in June 2026 is an improvement of 0.09% from June 2025.



Customer Satisfaction

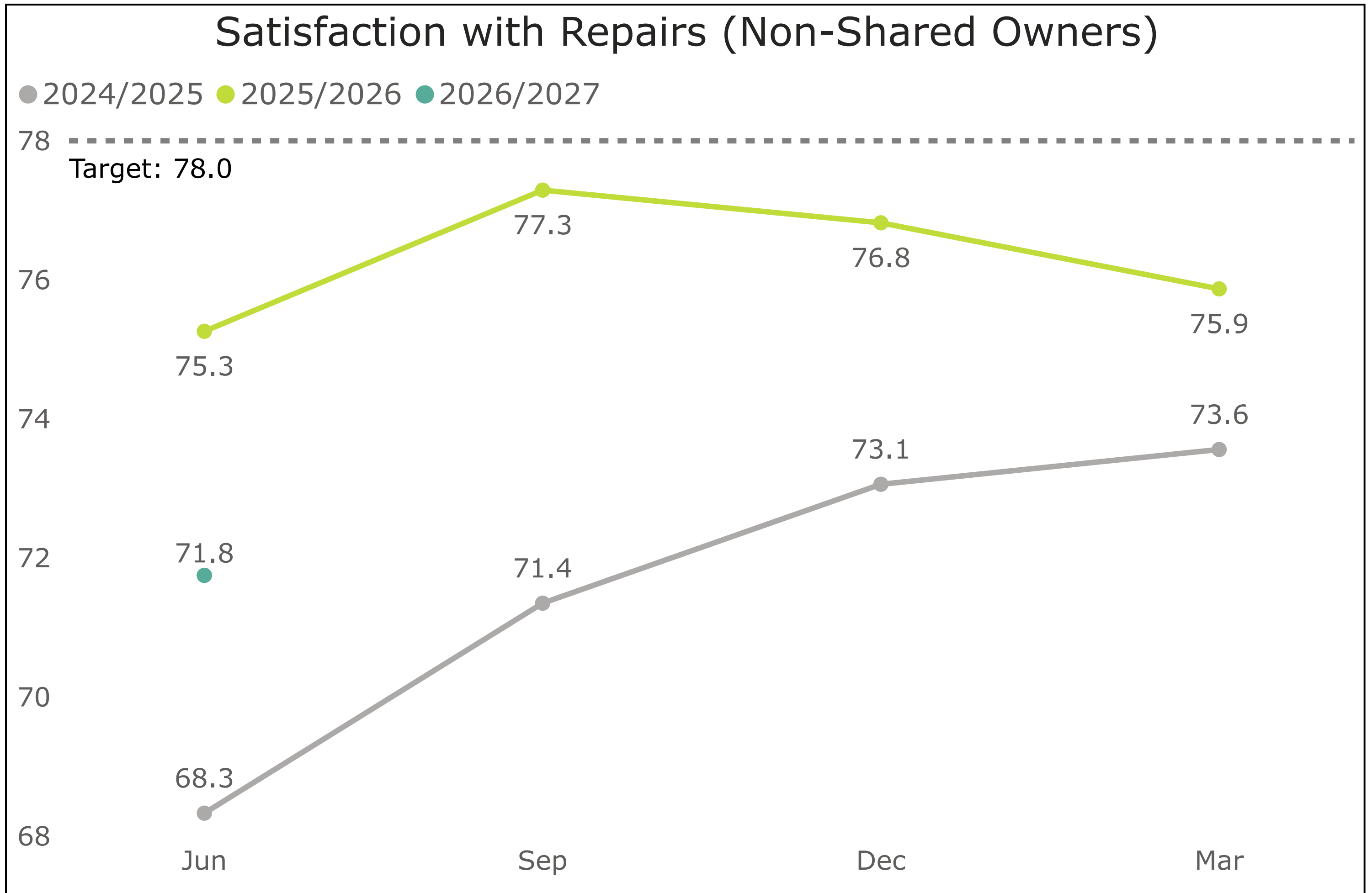


The total number of customers reporting they are fairly or very satisfied with Curo as a landlord, as a proportion of all who answered the question. This is asked during the annual Tenant Satisfaction Measures survey for non-shared owners.

The chart above shows the percentage of customers satisfied with Curo as a landlord. Currently, performance is 3.7% below its target of 73%. Performance in June 2026 is an improvement of 1.5% from June 2025.



Customer Satisfaction

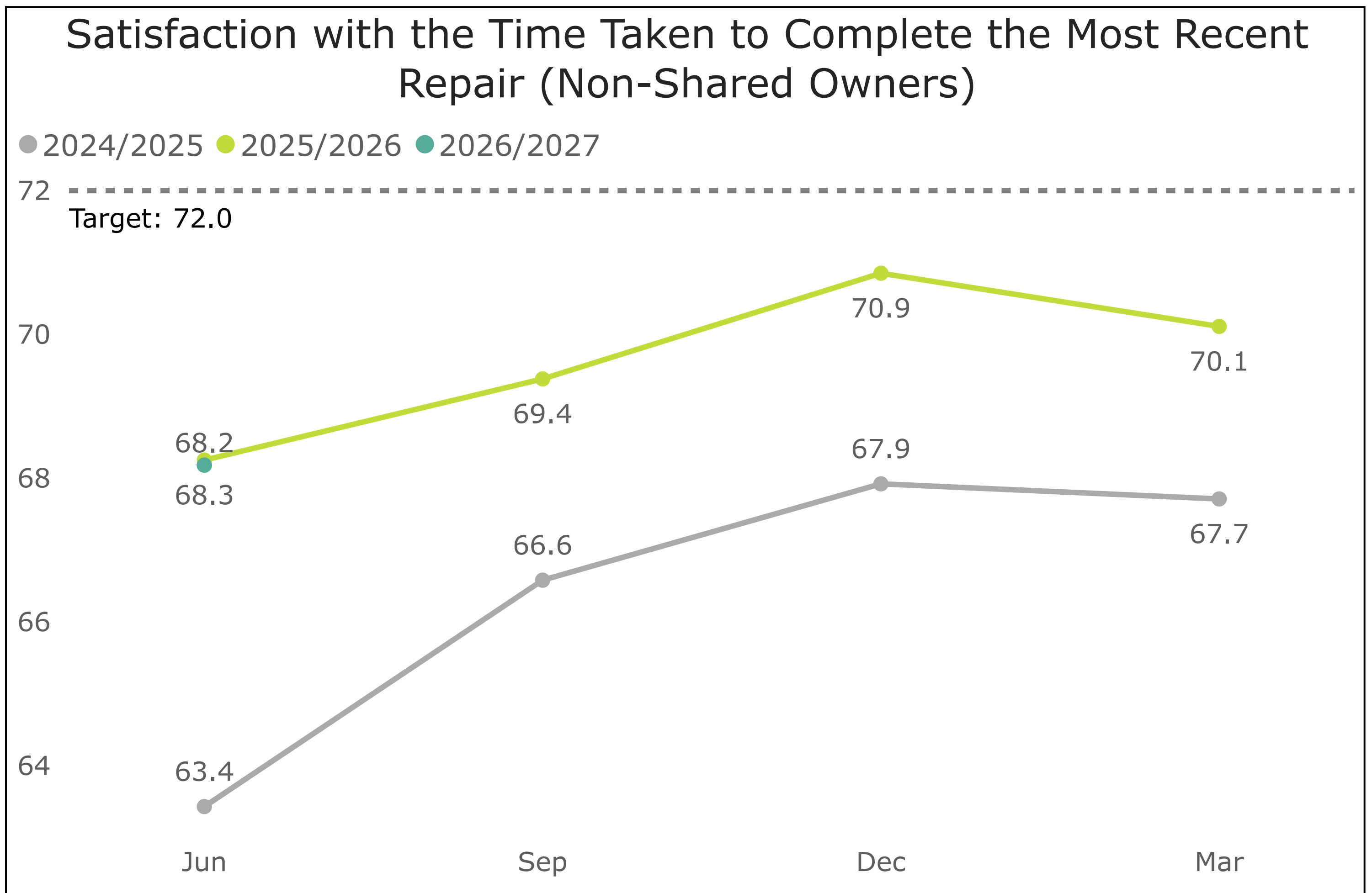


The total number of customers reporting they are fairly or very satisfied with the repair service, as a proportion of all who answered the question. This is asked during the annual Tenant Satisfaction Measures survey for non-shared owners.

The chart above shows the percentage of customers satisfied with Curo's Repairs service. Currently, performance is 6.2% below its target of 73%. Performance in June 2026 is a reduction of 3.5% compared with performance reported in June 2025.



Customer Satisfaction

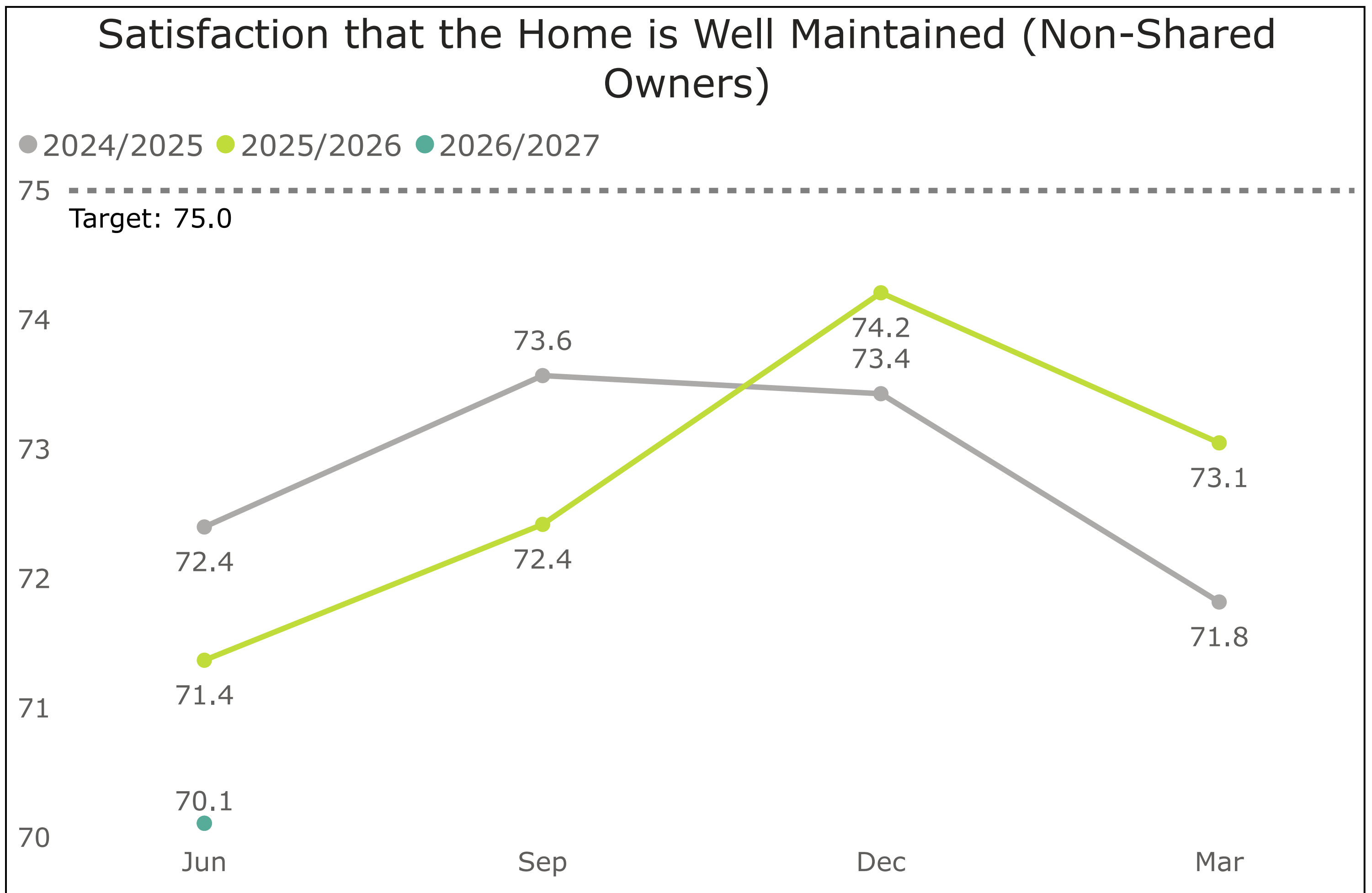


The total number of customers reporting they are fairly or very satisfied with the time taken to complete their most recent repair, as a proportion of all who answered the question. This is asked during the annual Tenant Satisfaction Measures survey for non-shared owners.

The chart above shows the percentage of customers satisfied with the time taken to complete a repair. Currently, performance is 3.8% below its target of 73%. Performance in June 2026 is a reduction of 0.1% compared with performance reported in June 2025.



Customer Satisfaction

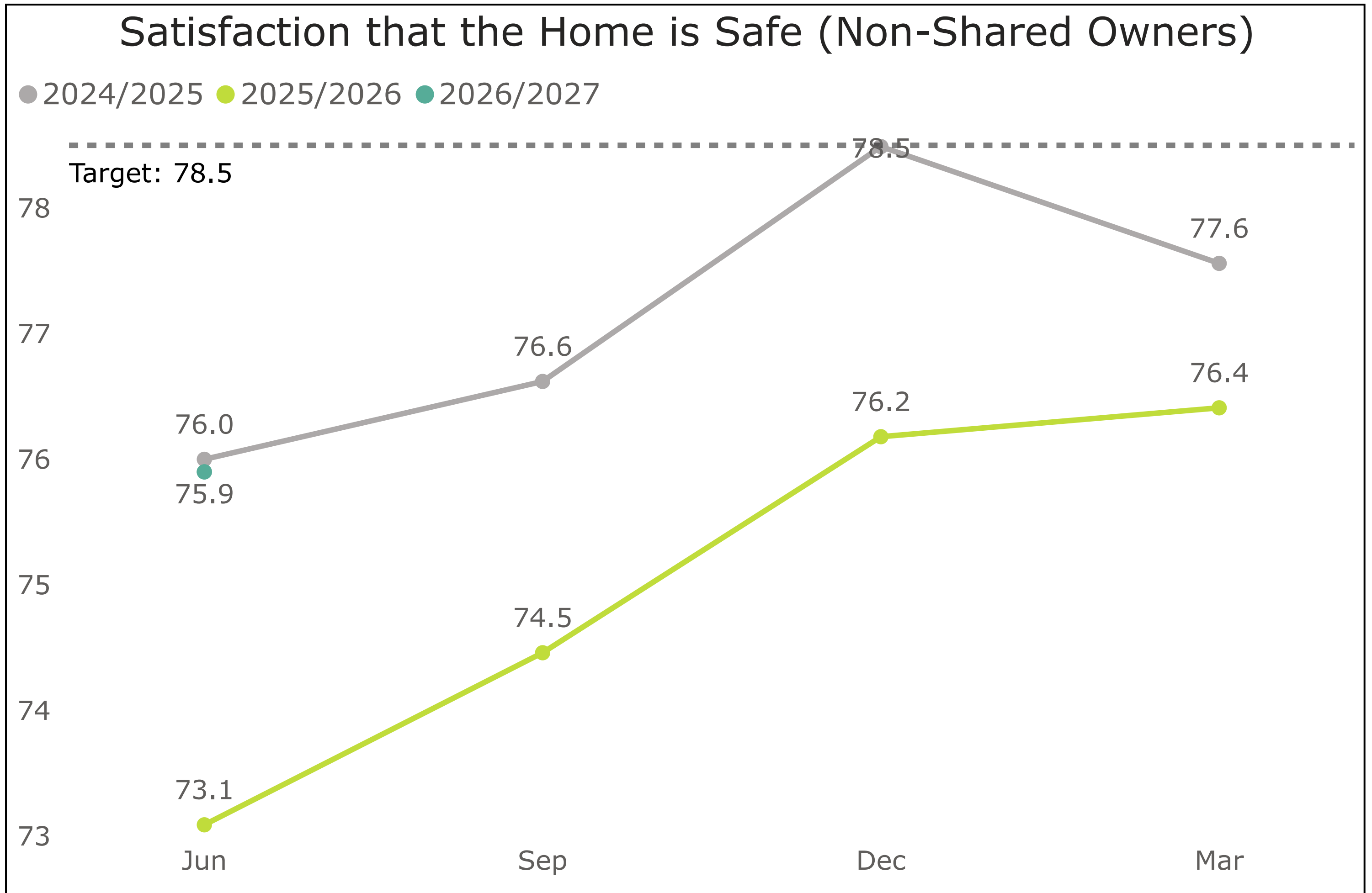


The total number of customers reporting they are fairly or very satisfied that their home is well maintained, as a proportion of all who answered the question. This is asked during the annual Tenant Satisfaction Measures survey for non-shared owners.

The chart above shows the percentage of customers satisfied that the home is well maintained. Currently, performance is 4.9% below its target of 75%. Performance in June 2026 is a reduction of 1.3% compared with performance reported in June 2025.



Customer Satisfaction

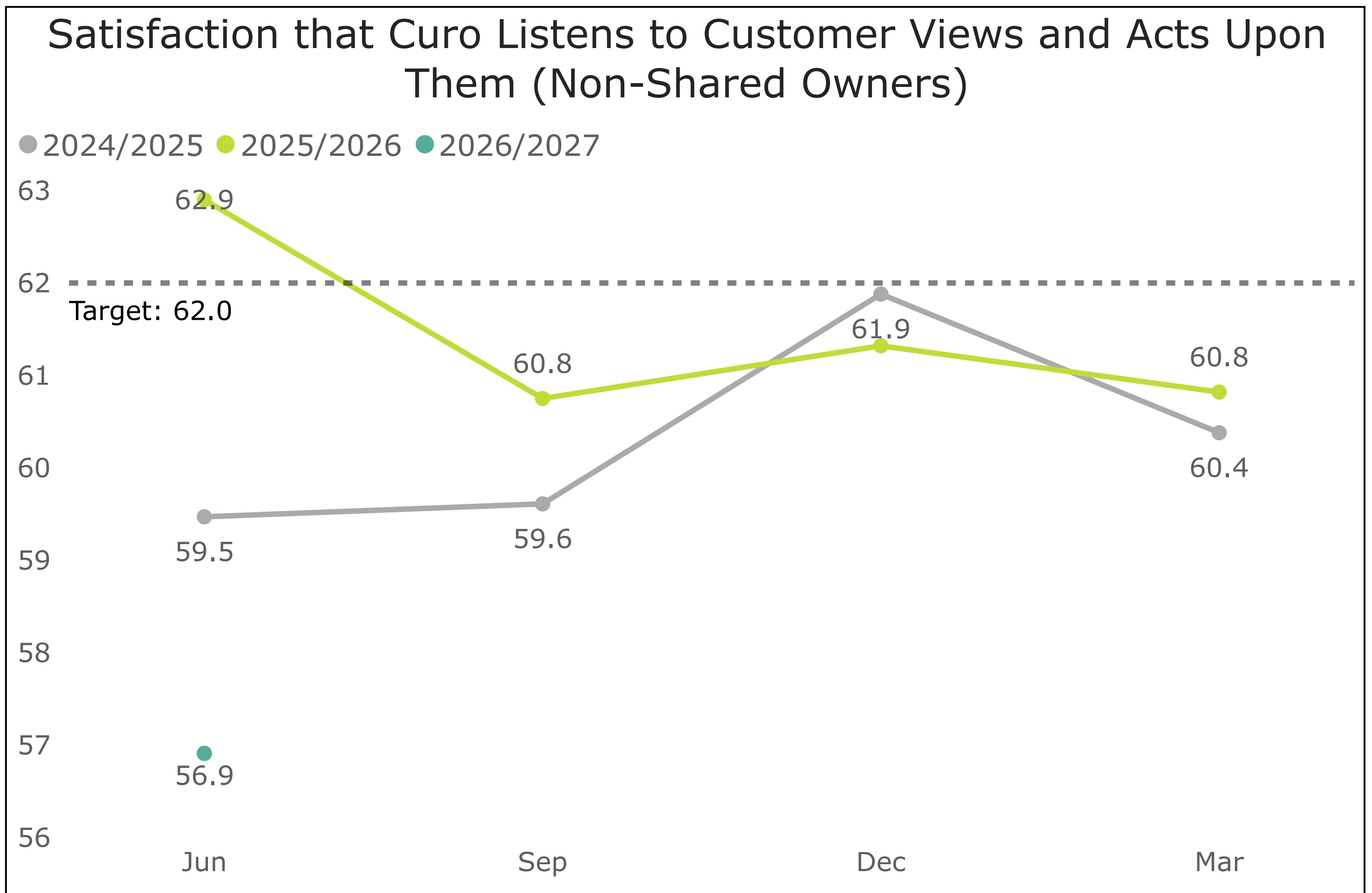


The total number of customers reporting they are fairly or very satisfied that their home is safe, as a proportion of all who answered the question. This is asked during the annual Tenant Satisfaction Measures survey for non-shared owners.

The chart above shows the percentage of customers satisfied that the home is safe. Currently, performance is 2.6% below its target of 78.5%. Performance in June 2026 is an improvement of 2.8% compared with performance reported in June 2025.



Customer Satisfaction

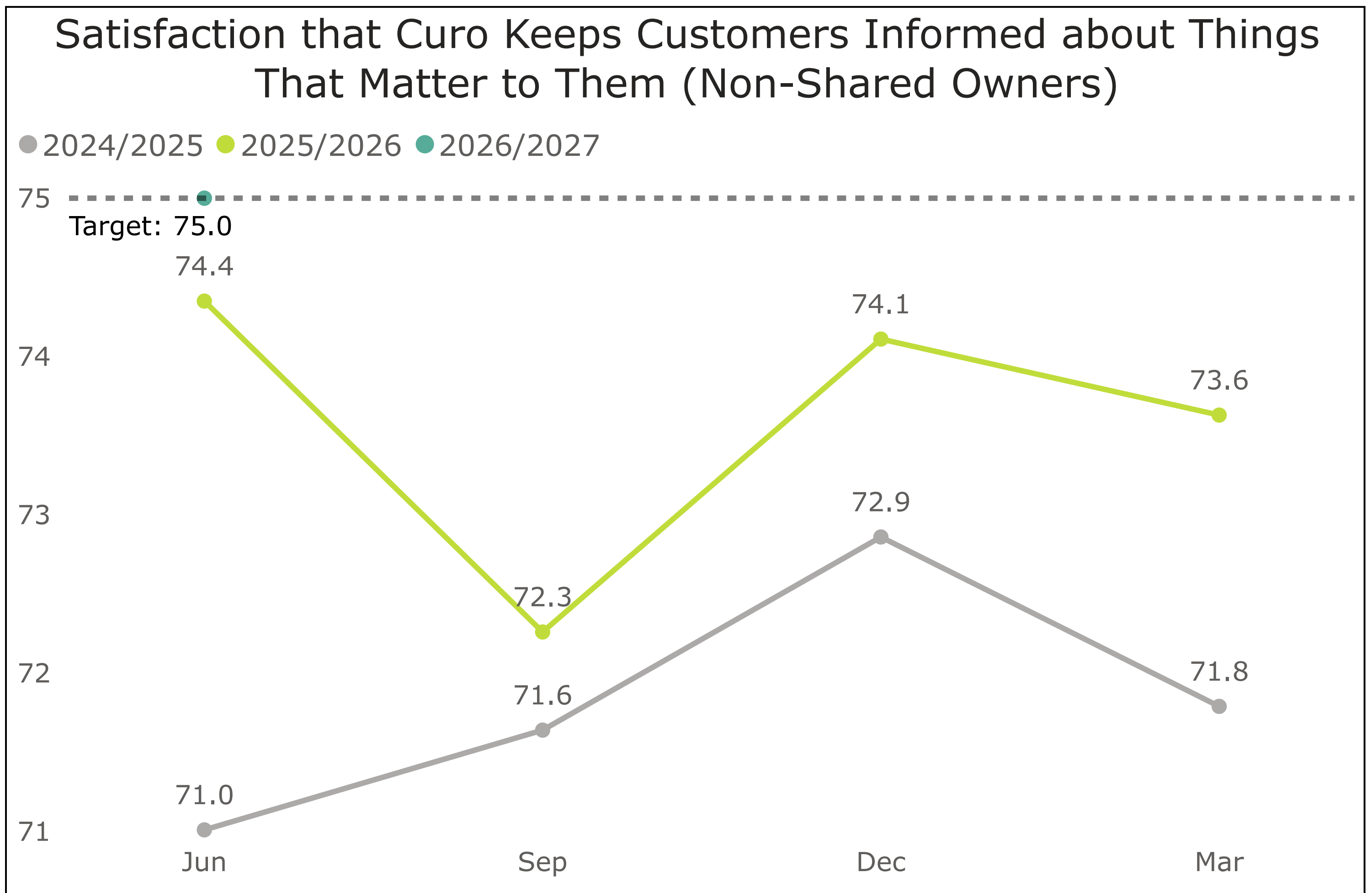


The total number of customers reporting they are fairly or very satisfied that Curo listens to customer views and acts upon them, as a proportion of all who answered the question. This is asked during the annual Tenant Satisfaction Measures survey for non-shared owners.

The chart above shows the percentage of customers satisfied Curo listens to customer views and acts upon them. Currently, performance is 5.1% below its target of 62%. Performance in June 2026 is a reduction of 6% compared with performance reported in June 2025.



Customer Satisfaction

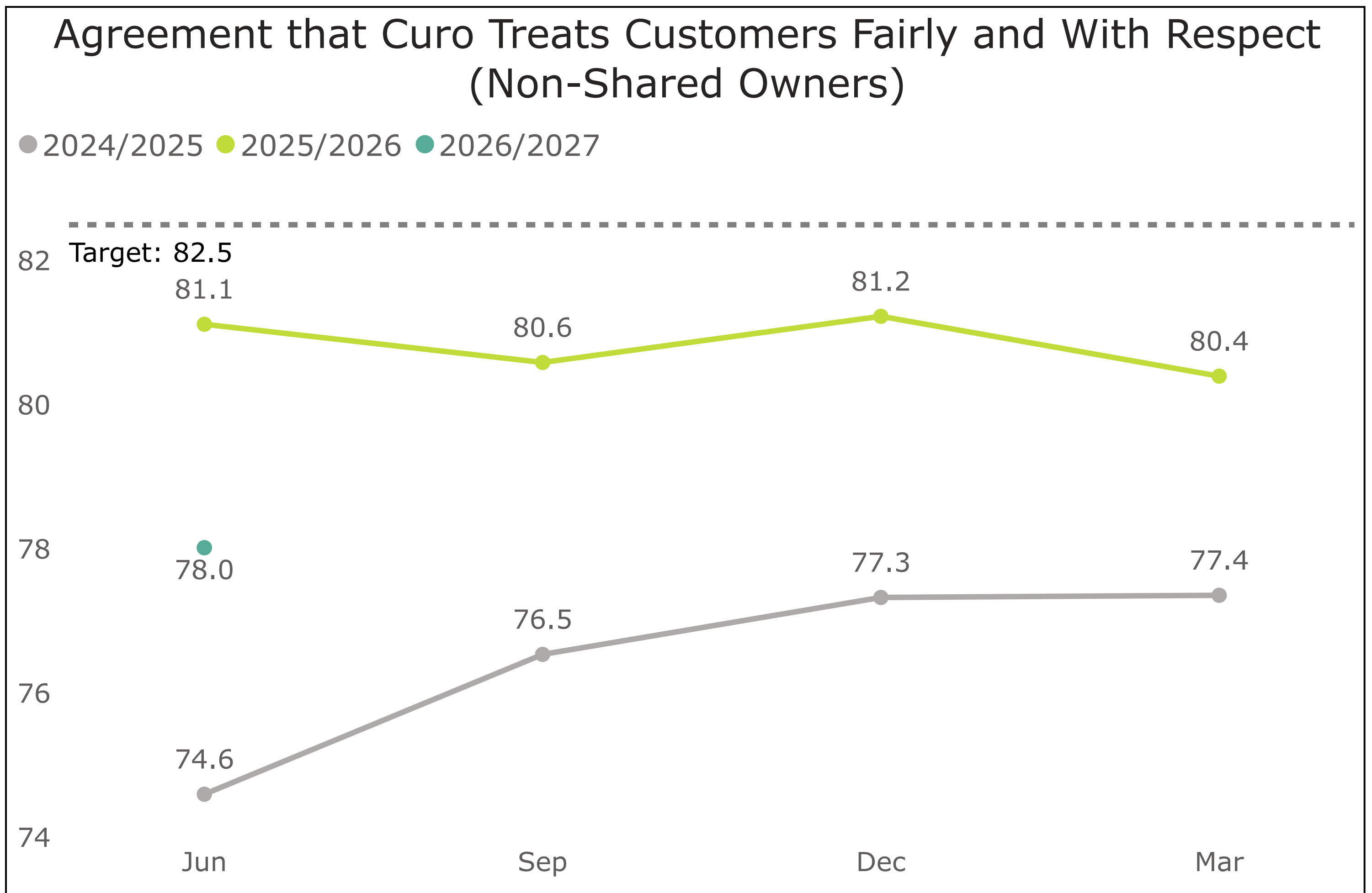


The total number of customers reporting they are fairly or very satisfied that Curo keeps them informed about the things that matter to them, as a proportion of all who answered the question. This is asked during the annual Tenant Satisfaction Measures survey for non-shared owners.

The chart above shows the percentage of customers satisfied Curo keeps them informed about things that matter to them. Currently, Curo is performing in line with the target of 75%. Performance in June 2026 is an improvement of 0.6% compared with performance reported in June 2025.



Customer Satisfaction

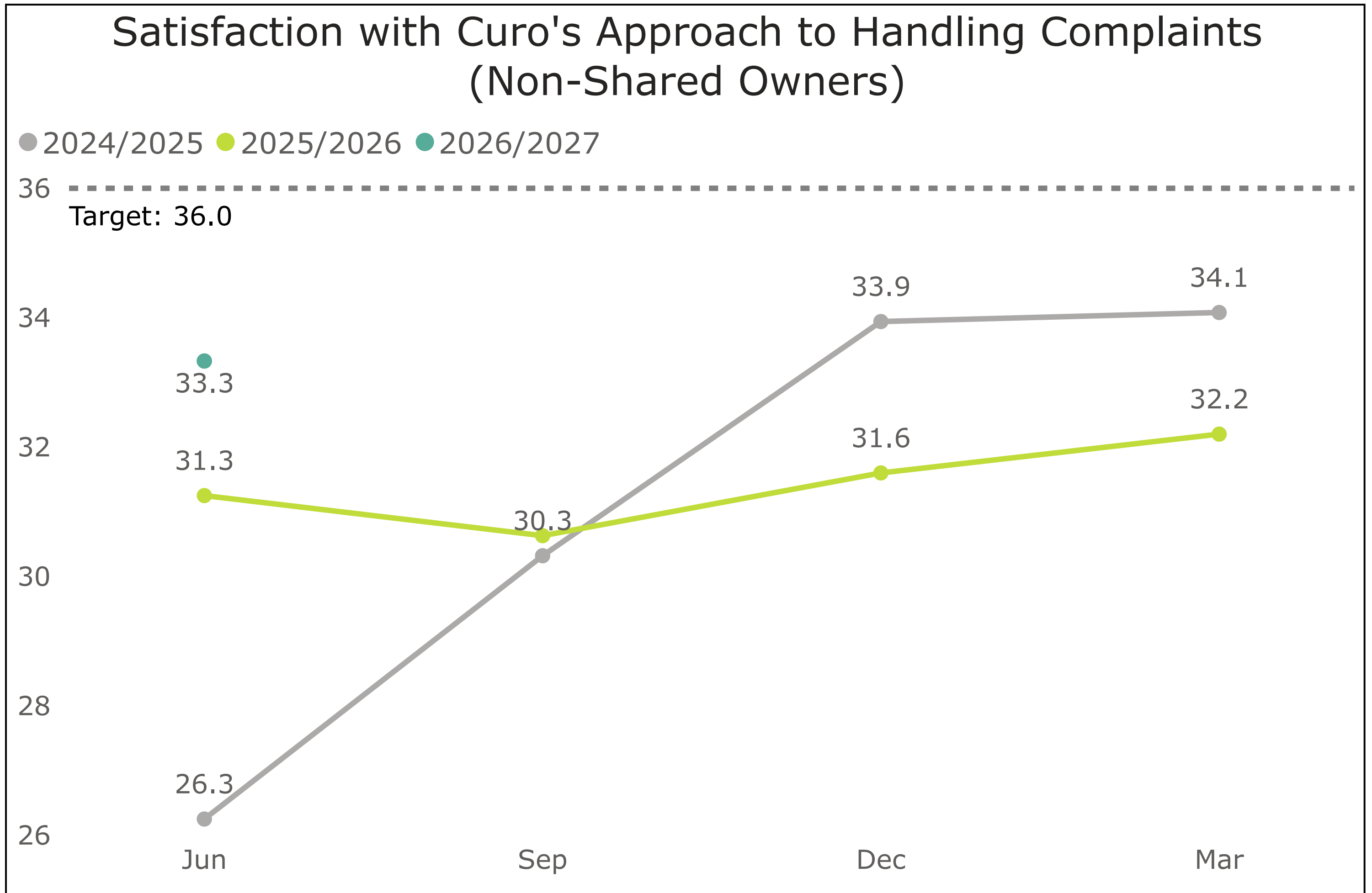


The total number of customers agreeing that Curo treats customers fairly and with respect, as a proportion of all who answered the question. This is asked during the annual Tenant Satisfaction Measures survey for non-shared owners.

The chart above shows the percentage of customers satisfied that Curo treats customers fairly and with respect. Currently, Curo is performing 4.5% below its target of 82.5%. Performance in June 2026 is a reduction of 3.1% compared with performance reported in June 2025.



Customer Satisfaction

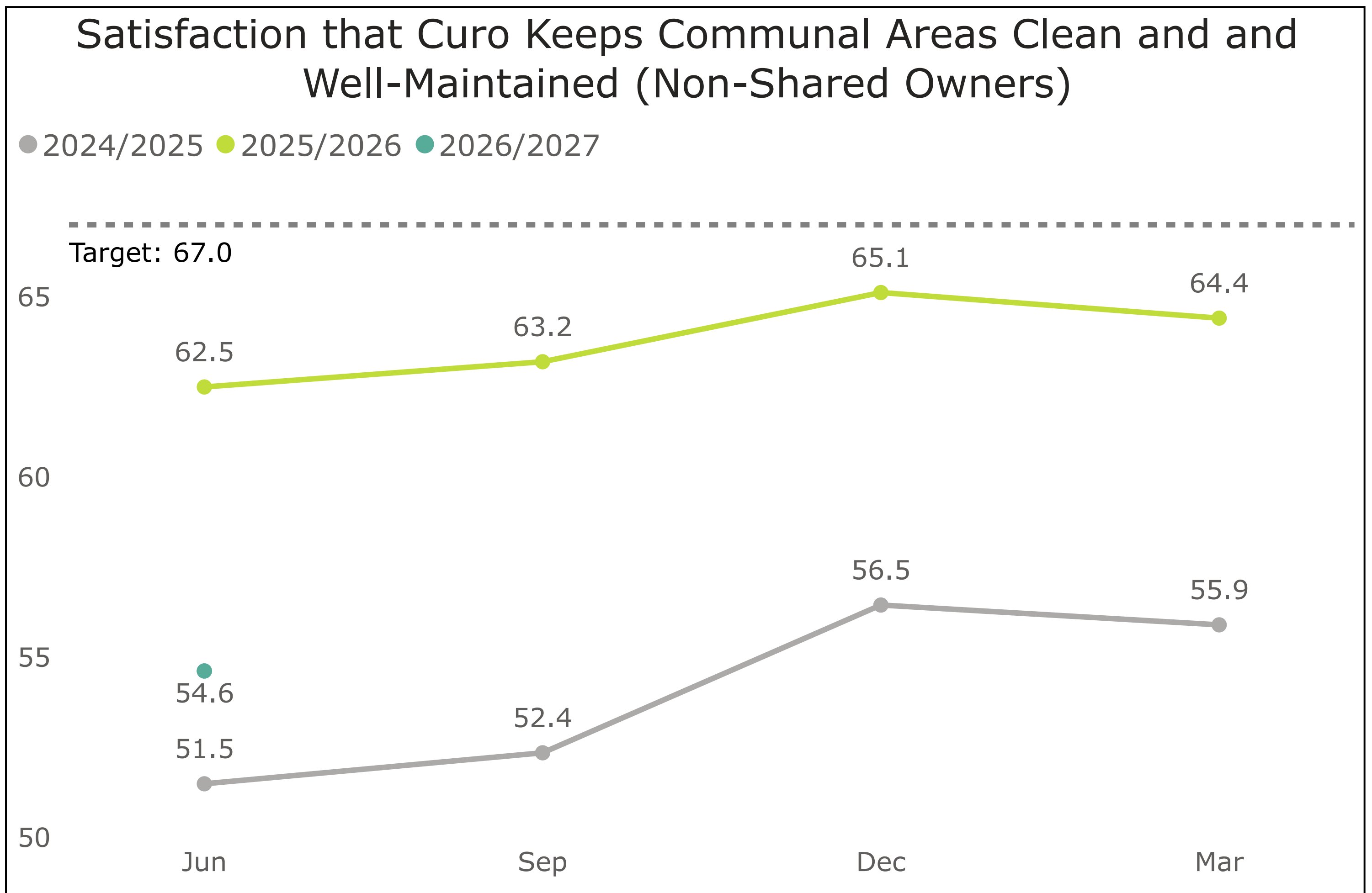


The total number of customers reporting they are fairly or very satisfied with Curo's approach to handling complaints, as a proportion of all who answered the question. This is asked during the annual Tenant Satisfaction Measures survey for non-shared owners.

The chart above shows the percentage of customers satisfied with Curo's approach to handling complaints. Currently, Curo is performing 2.7% below its target of 36%. Performance in June 2026 is an improvement of 2% compared with performance reported in June 2025.



Customer Satisfaction

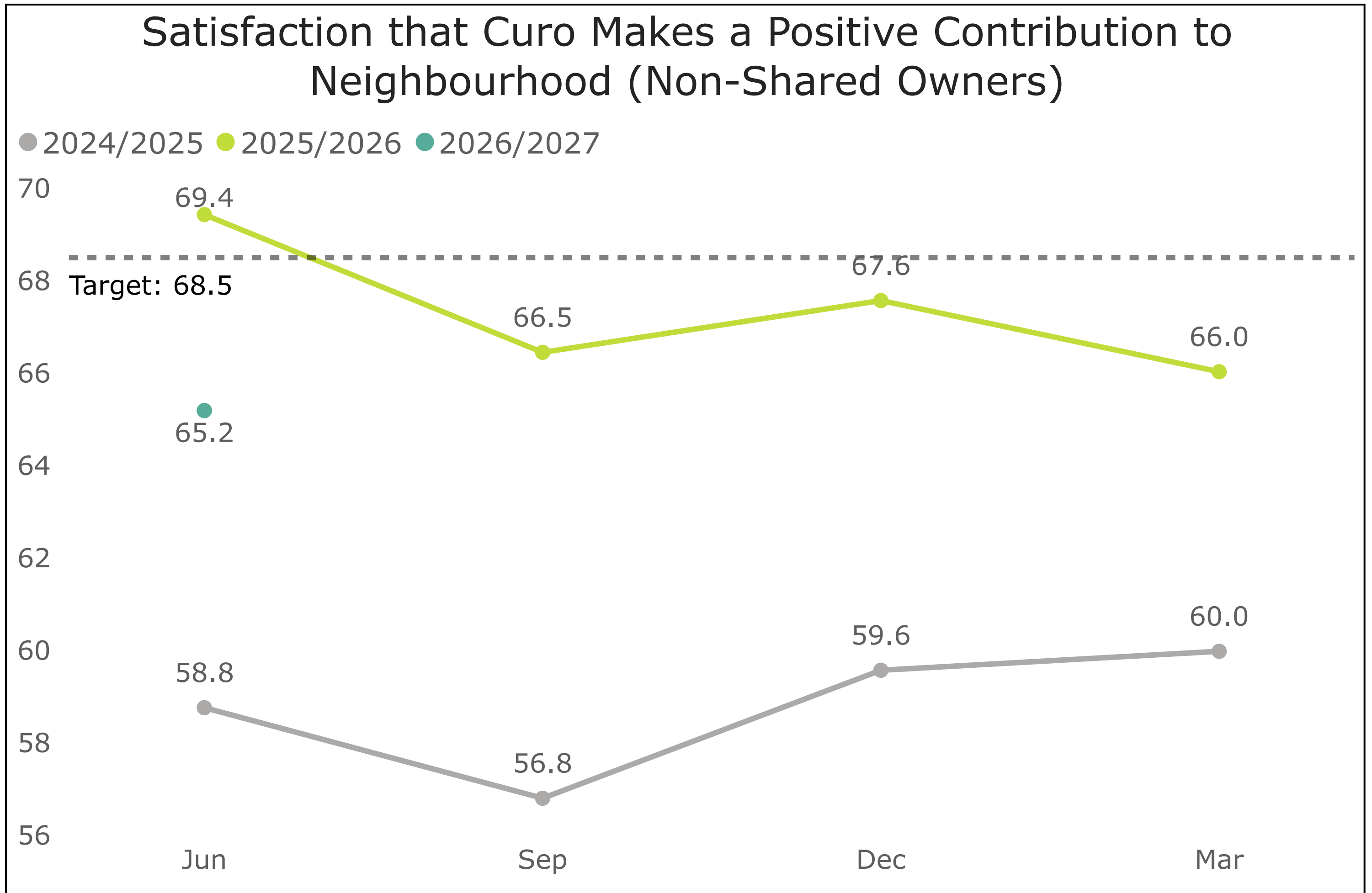


The total number of customers reporting they are fairly or very satisfied that way Curo keeps communal areas clean and well-maintained, as a proportion of all who answered the question. This is asked during the annual Tenant Satisfaction Measures survey for non-shared owners.

The chart above shows the percentage of customers satisfied that Curo keeps communal areas clean and well maintained. Currently, Curo is performing 12.4% below its target of 67%. Performance in June 2026 is a reduction of 7.9% compared with performance reported in June 2025.



Customer Satisfaction

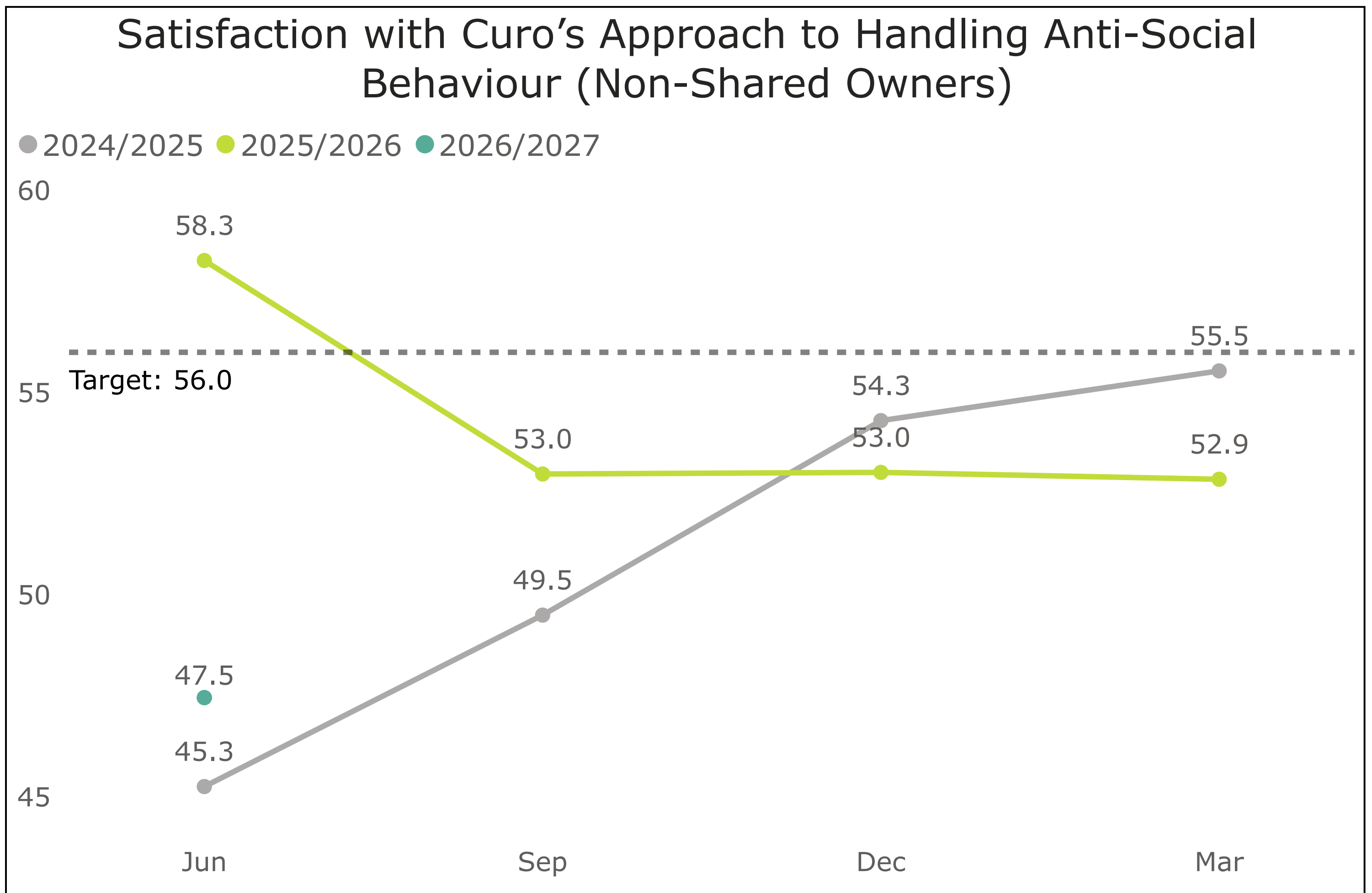


The total number of customers reporting they are fairly or very satisfied that way Curo makes a positive contribution to the neighbourhood, as a proportion of all who answered the question. This is asked during the annual Tenant Satisfaction Measures survey for non-shared owners.

The chart above shows the percentage of customers satisfied that Curo makes a positive contribution to the neighbourhood. Currently, Curo is performing 3.3% below its target of 68.5%. Performance in June 2026 is a reduction of 4.2% compared with performance reported in June 2025.



Customer Satisfaction

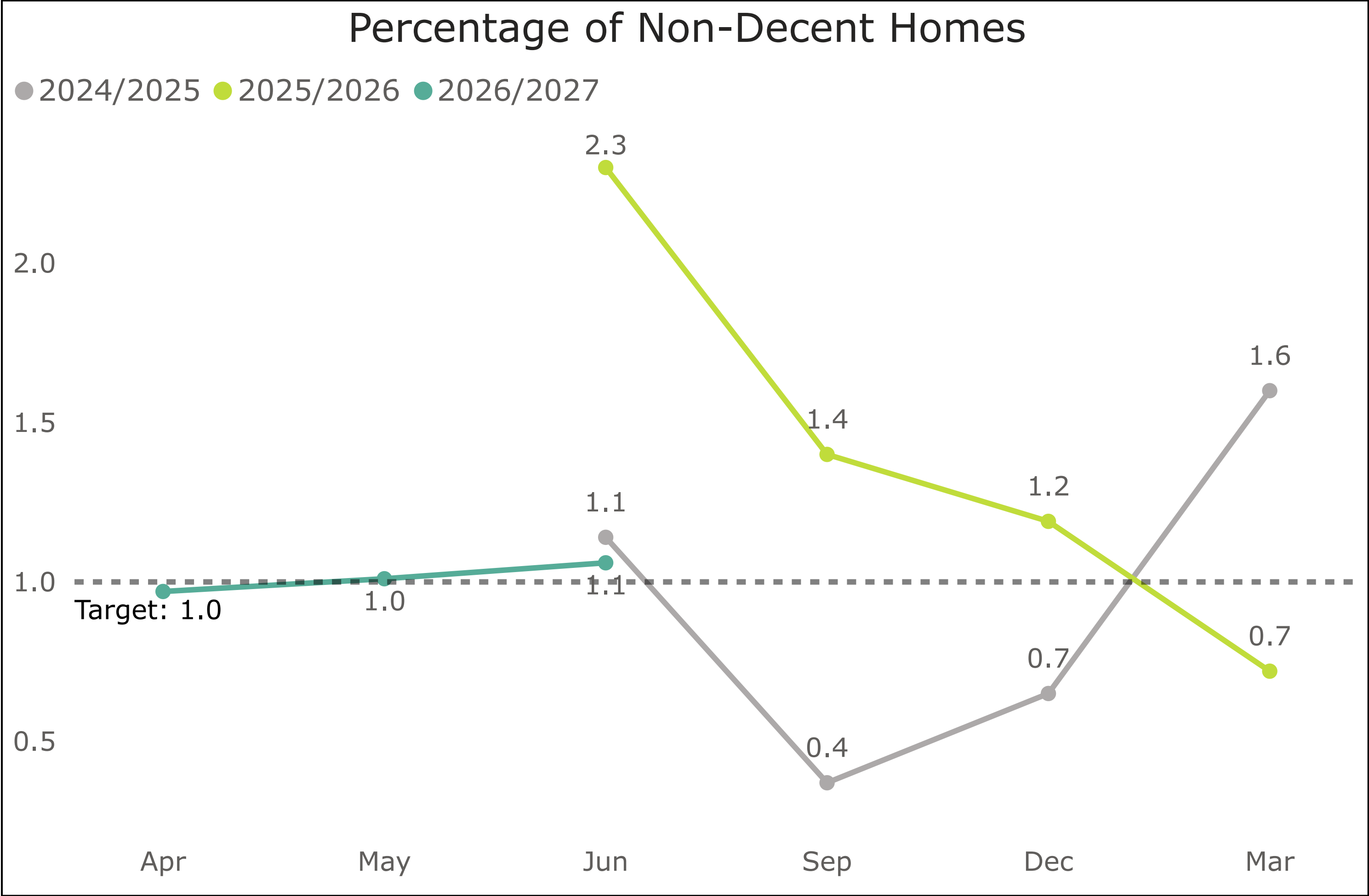


The total number of customers reporting they are fairly or very satisfied with the way in which Curo handles anti-social behaviour cases, as a proportion of all who answered the question. This is asked during the annual Tenant Satisfaction Measures survey for non-shared owners.

The chart above shows the percentage of customers satisfied with Curo's approach to handling anti-social behaviour. Currently, Curo is performing 8.5% below its target of 56%. Performance in June 2026 is a reduction of 10.8% compared with performance reported in June 2025.



Repairs and Maintenance

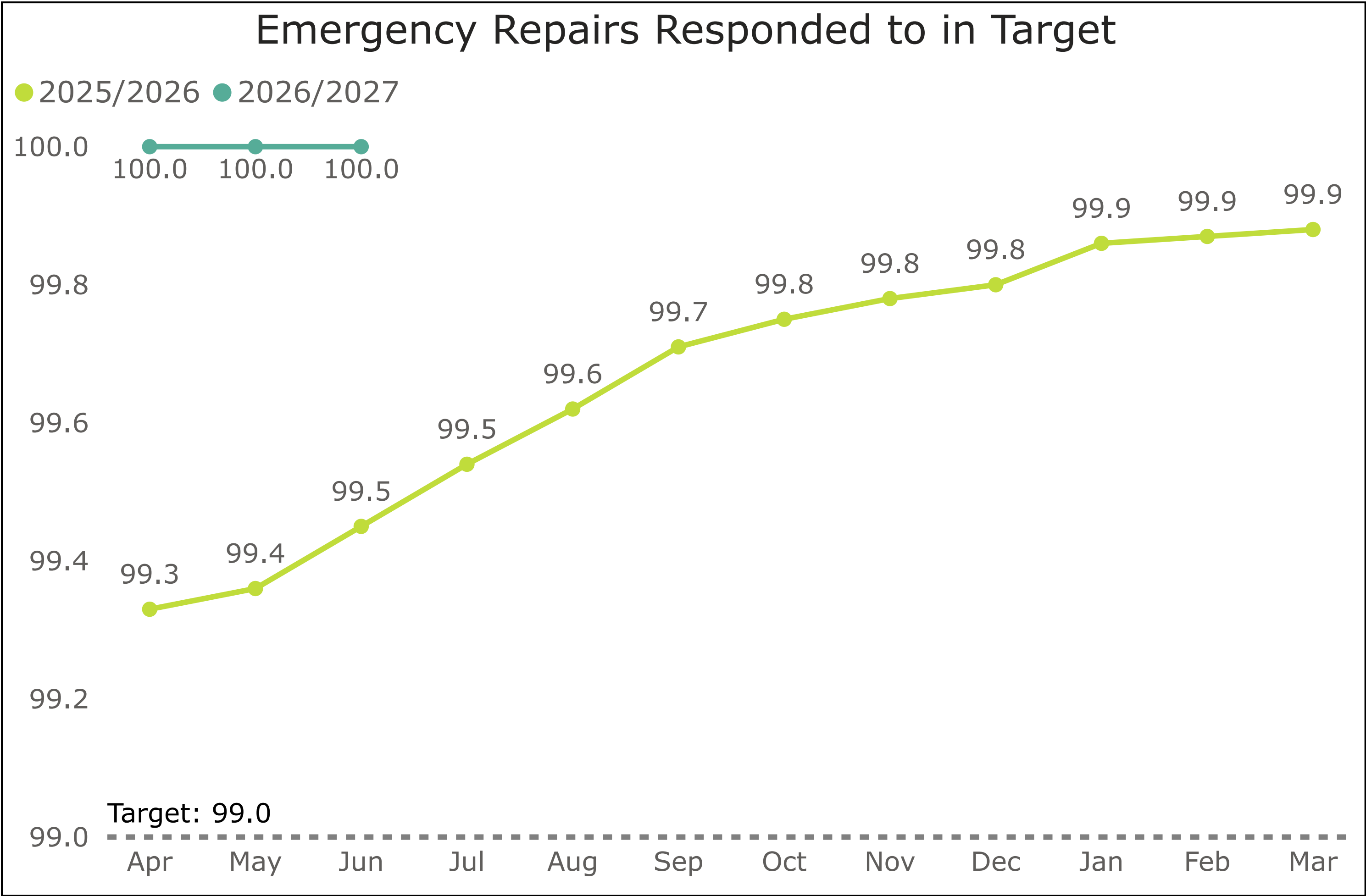


The total number of properties that fail to meet the Decent Homes 2005 criteria set out by the Regulator of Social Housing, as a proportion of all properties.

The chart above shows the percentage of homes considered Non-Decent under the Decent Home Standard. Currently, Curo is performing 0.1% above its target of 1%. Performance in June 2026 is an improvement of 1.2% compared with performance reported in June 2025.



Repairs and Maintenance

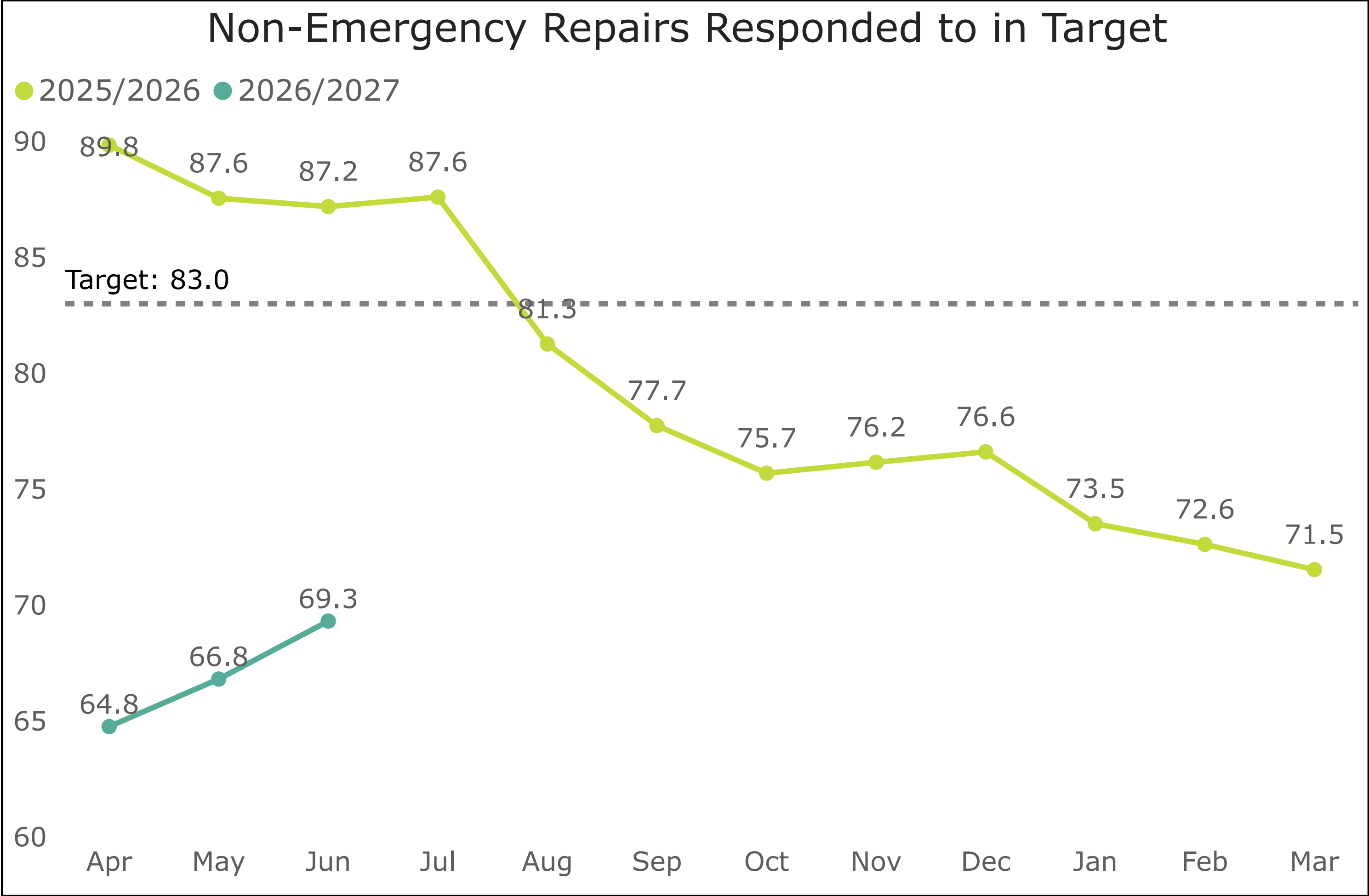


The total number of emergency repairs completed within the target timescale, as a proportion of all emergency repairs completed.

The chart above shows the percentage of emergency repairs responded to within Curo's target timescales. Currently, Curo is performing 1.0% above its target of 99.0%. Performance in June 2026 is an improvement of 0.5% compared with performance reported in June 2025.



Repairs and Maintenance

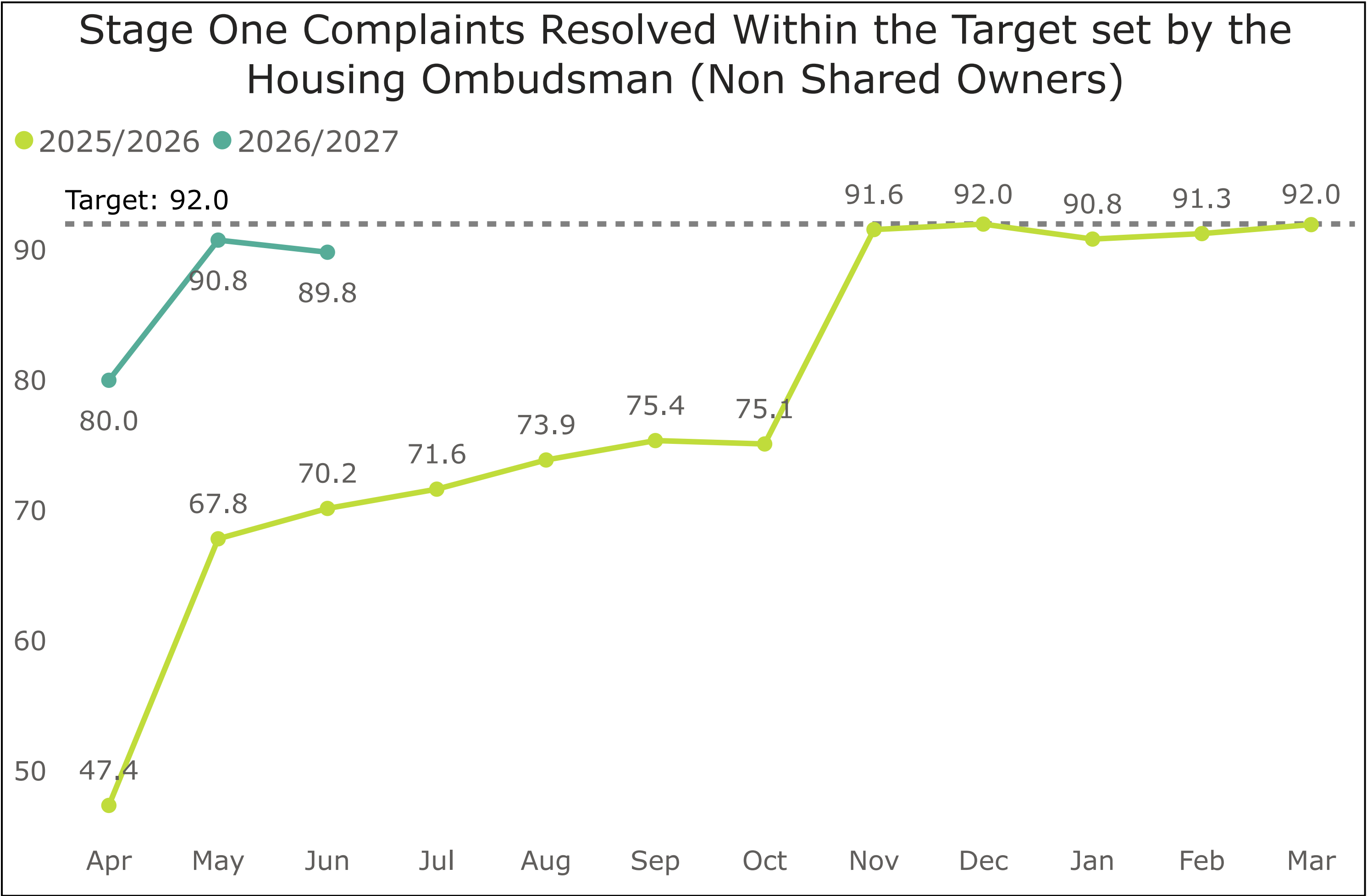


The total number of non-emergency repairs completed within the target timescale, as a proportion of all non-emergency repairs completed.

The chart above shows the percentage of non- emergency repairs responded to within Curo's target timescales. Currently, Curo is performing 13.7% below its target of 83.0%. Performance in June 2026 is a reduction of 17.9% compared with performance reported in June 2025.



Complaints

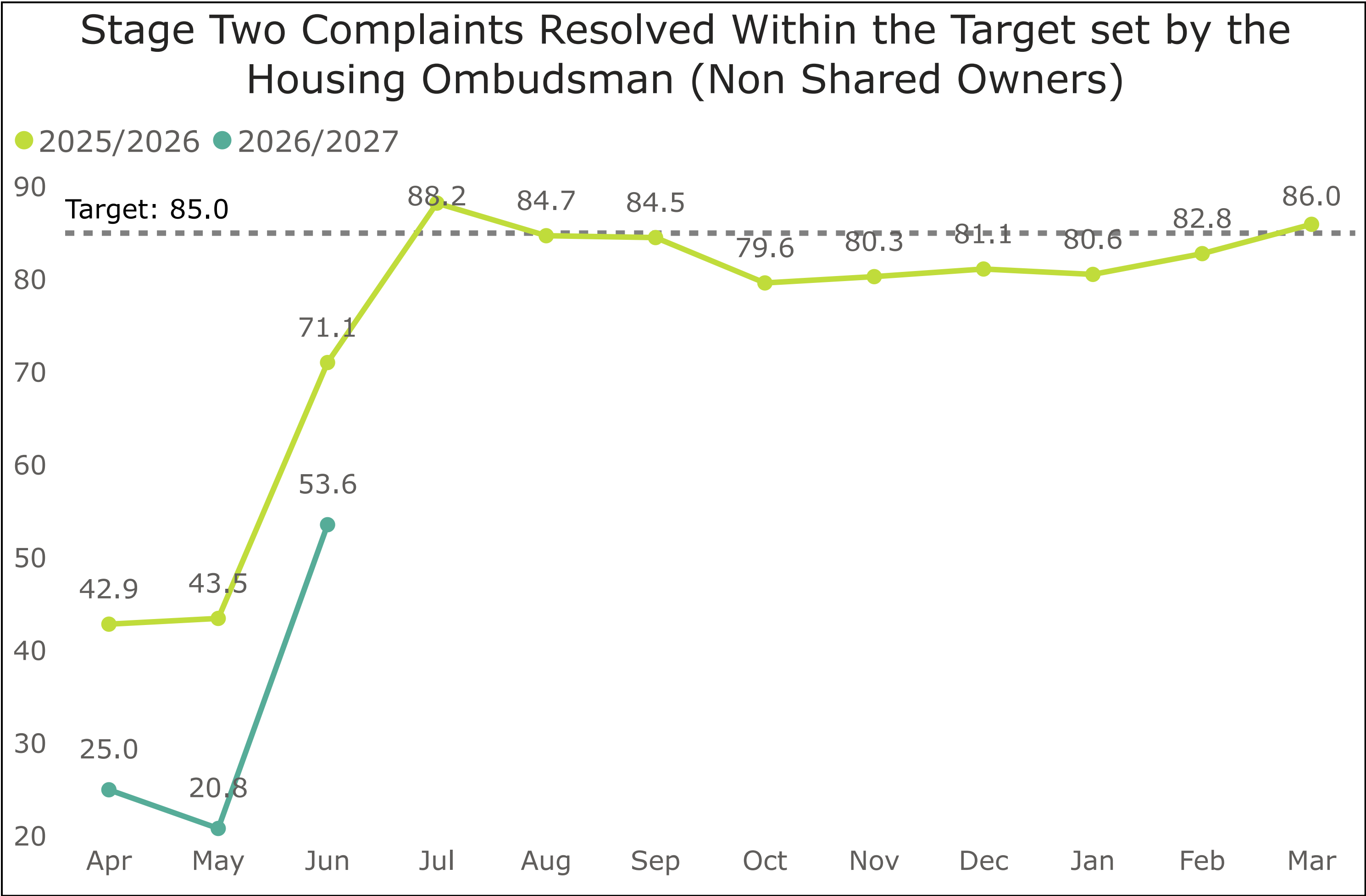


The total number of complaints that have been resolved at stage one within the target timeframe set by the Housing Ombudsman as a proportion of all complaints resolved. The target timeframe is 10 working days for standard response and 20 working days if an extension is required.

The chart above shows the percentage of stage one complaints responded to within the target set by the Housing Ombudsman. Currently, Curo is performing 2.2% below its target of 92.0%. Performance in June 2026 is an improvement of 19.6% compared with performance reported in June 2025.



Complaints

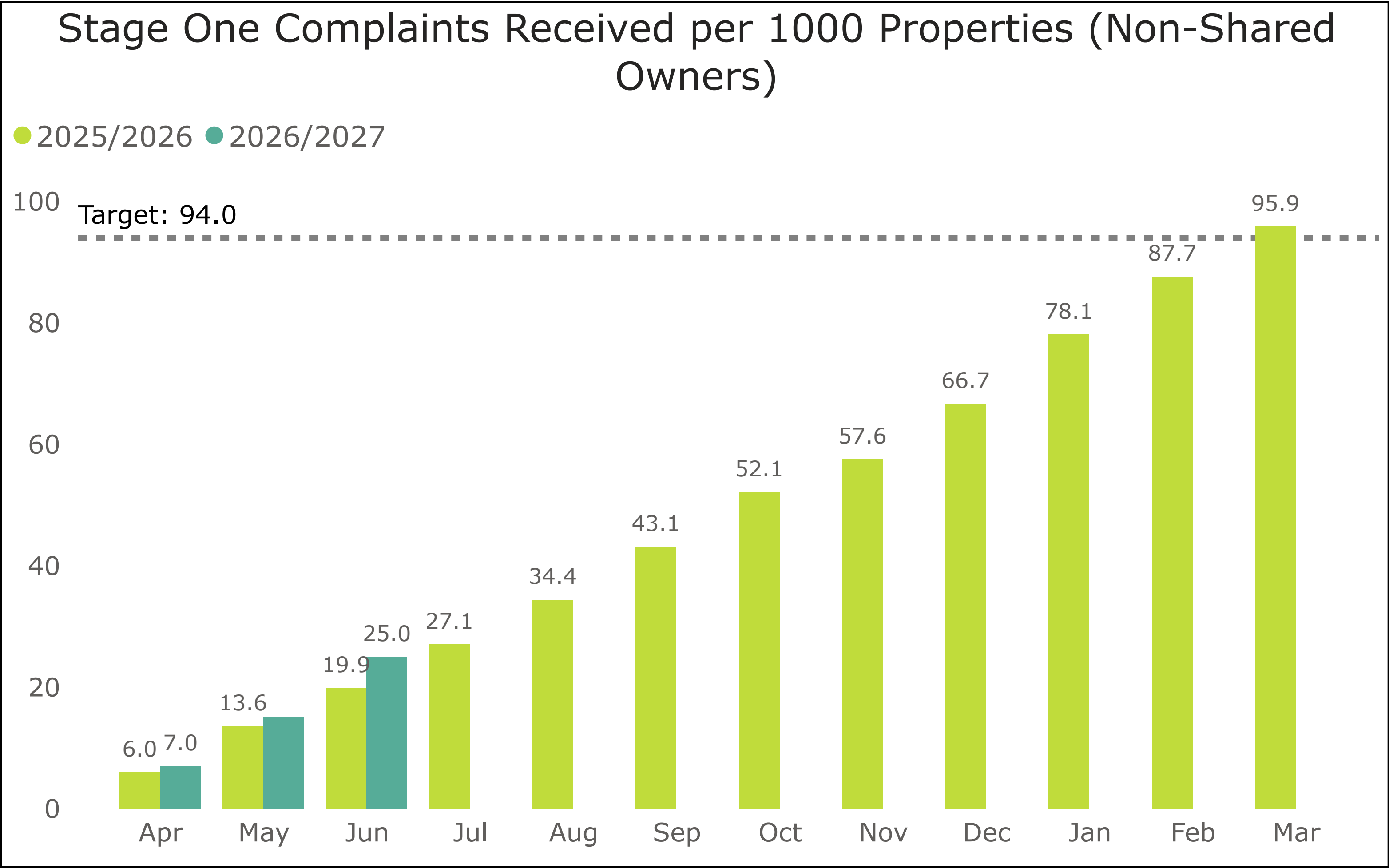


The total number of complaints that have been resolved at stage one within the target timeframe set by the Housing Ombudsman as a proportion of all complaints resolved. The target timeframe is 10 working days for standard response and 20 working days if an extension is required.

The chart above shows the percentage of stage two complaints responded to within the target set by the Housing Ombudsman. Currently, Curo is performing 31.4% below its target of 85.0%. Performance in June 2026 is a reduction of 17.5% compared with performance reported in June 2025.



Complaints

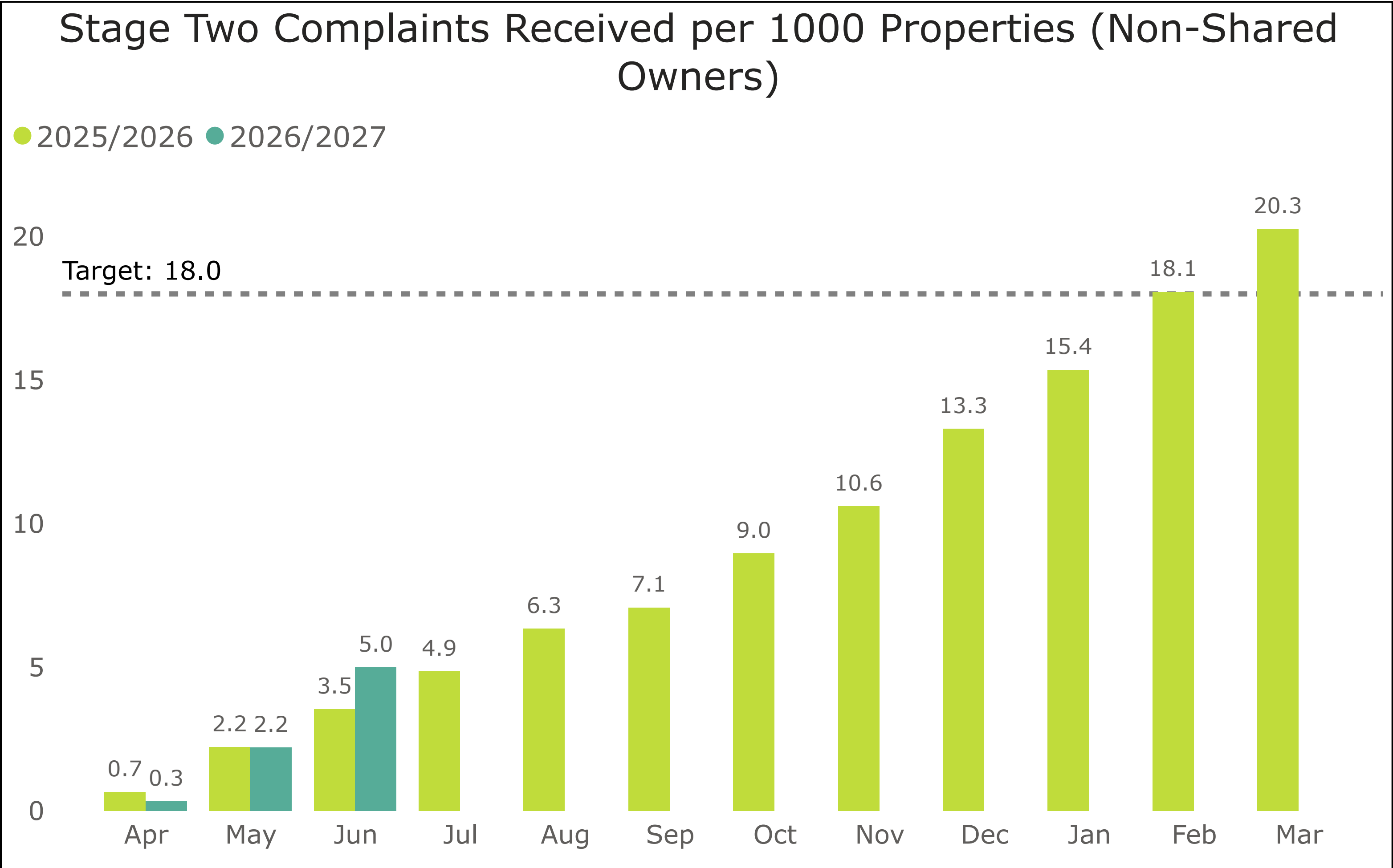


The total number of stage one complaints received as a proportion of the total number of properties owned by Curo. This figure is then multiplied by 1000.

The chart above shows the number of stage one complaints received per 1000 properties. Currently, Curo is performing below its end of year target of 94 complaints per 1000 properties. Performance in June 2026 is a reduction of 6 complaints per 1000 properties compared with performance reported in June 2025.



Complaints

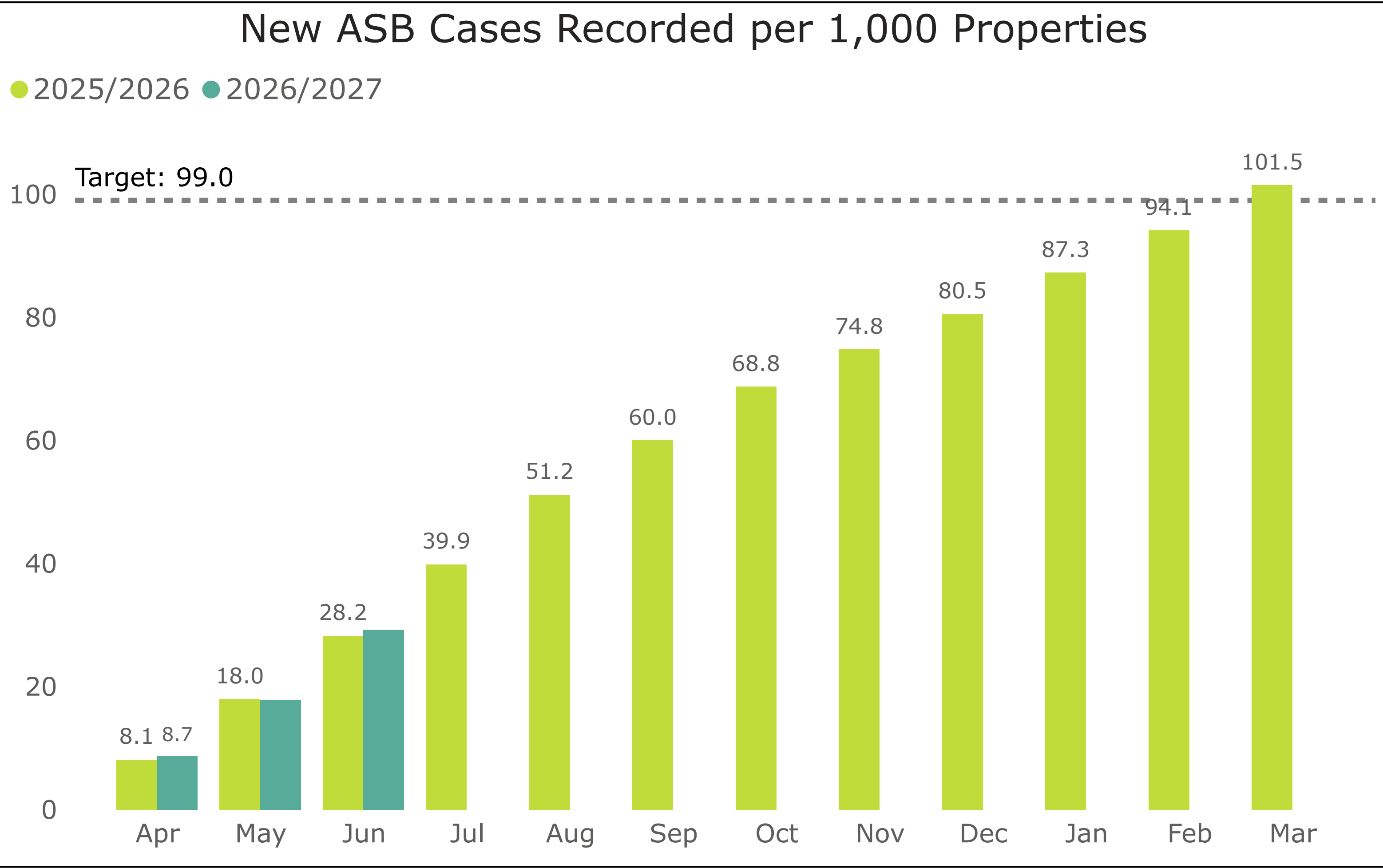


The total number of stage two complaints received as a proportion of the total number of properties owned by Curo. This figure is then multiplied by 1000.

The chart above shows the number of stage two complaints received per 1000 properties. Currently, Curo is performing below its end of year target of 18 complaints per 1000 properties. Performance in June 2026 is a reduction of 1.5 complaints per 1000 properties compared with performance reported in June 2025.



Anti-Social Behaviour (ASB)



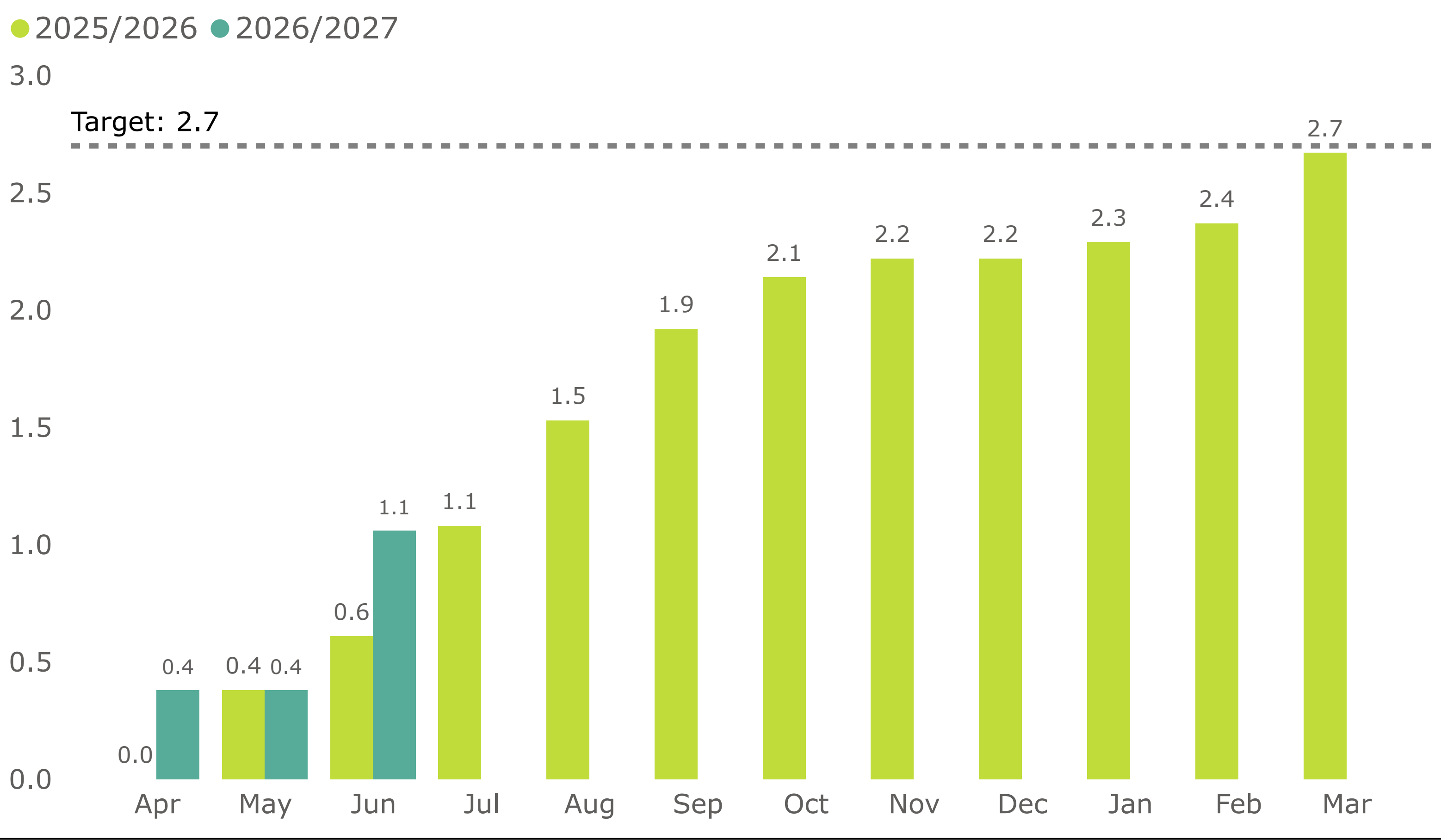
The total number of anti-social behaviour cases received as a proportion of the total number of properties owned by Curo. This figure is then multiplied by 1000 to allow for comparison across the social housing sector.

The chart above shows the number of ASB cases received per 1000 properties. Currently, Curo is performing below its end of year target of 99 cases per 1000 properties. Performance in June 2026 is a reduction of 1 case per 1000 properties compared with performance reported in June 2025.



Anti-Social Behaviour (ASB)

New Hate Crime Cases Recorded per 1,000 Properties

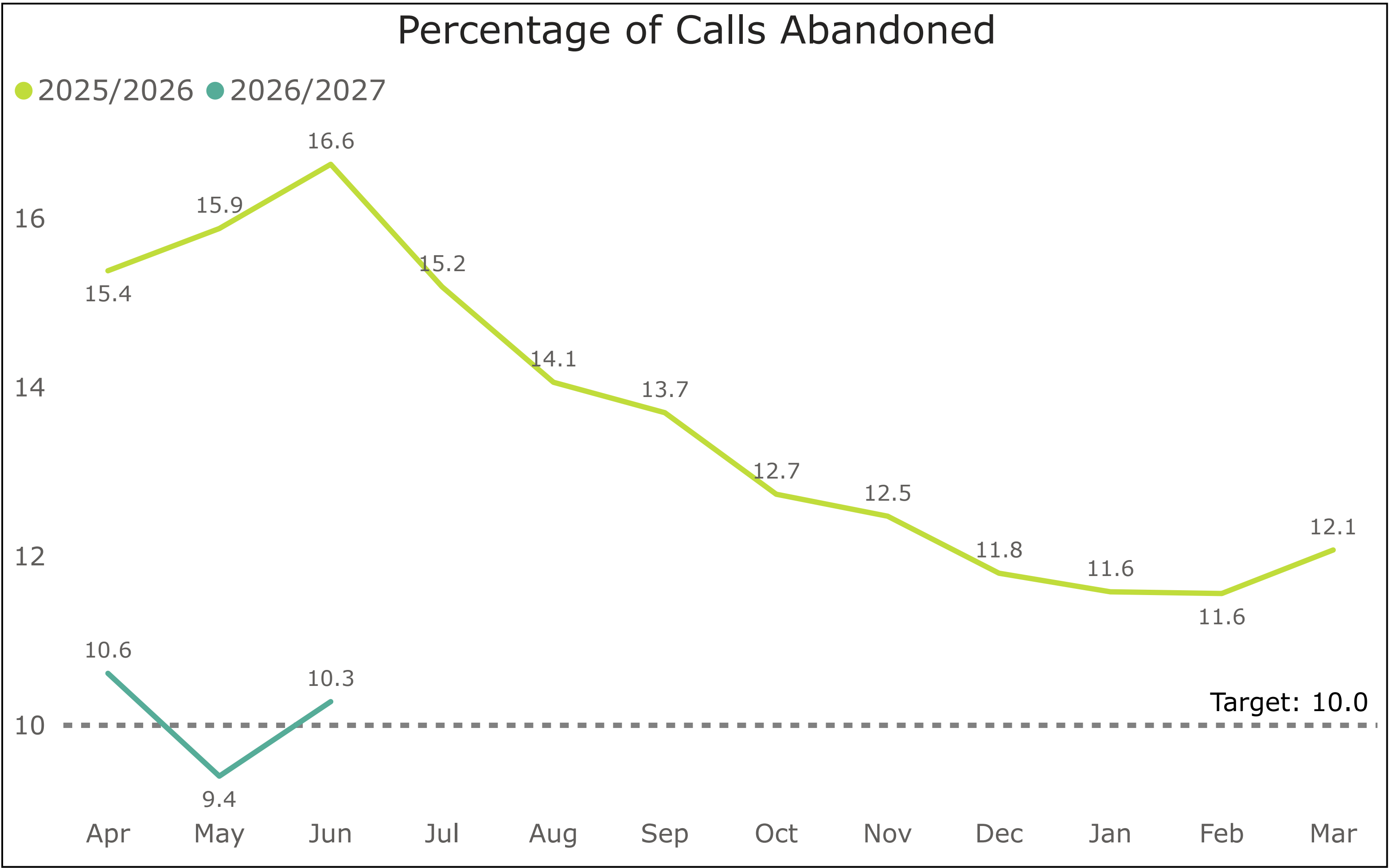


The total number of hate crime cases received as a proportion of the total number of properties owned by Curo. This figure is then multiplied by 1000 to allow for comparison across the social housing sector.

The chart above shows the number of hate crime cases received per 1000 properties. Currently, Curo is performing below its end of year target of 2.7 cases per 1000 properties. Performance in June 2026 is a reduction of 0.5 cases per 1000 properties compared with performance reported in June 2025.



Customer Contact



The total number of calls abandoned by customers as a proportion of all calls coming into the Contact Team. This only captures those calls that exceed 30 seconds.

The chart above shows the percentage of calls abandoned by customers. Currently, Curo is performing 0.3% below its target of 10.0%. Performance in June 2026 is an improvement of 6.3% compared with performance reported in June 2025.