

Class 7: How We Are Performing

Information about how we perform as an organisation, and how well we deliver our functions and services.

The information we publish under Class 7 includes:	How to access it
Tracking our Customer Experience	https://www.cernachha.co.uk/upload/download/document/a2f24903-49bc-11ea-a623-005056a3/
Success Measures	https://www.cernachha.co.uk/data/5010851_FIN_AL_PROOF_2021_10_25_12_08_03.pdf
Landlord Report	https://www.cernachha.co.uk/data/SHR_Landlord_Report_18_19_2020_02_11_10_07_24.pdf
Performance Standards/indicators	https://www.cernachha.co.uk/our-performance/
ARC report to tenants	https://www.cernachha.co.uk/data/5010851_FIN_AL_PROOF_2021_10_25_12_08_03.pdf