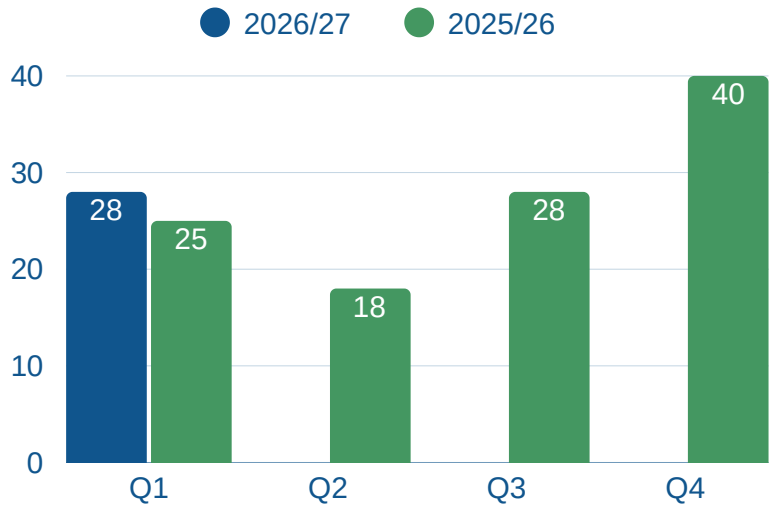


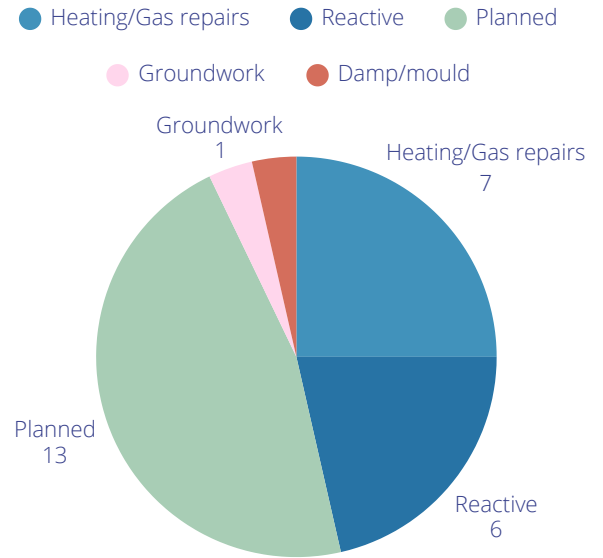
Service requests

1st April 2026 to 31st March 2027

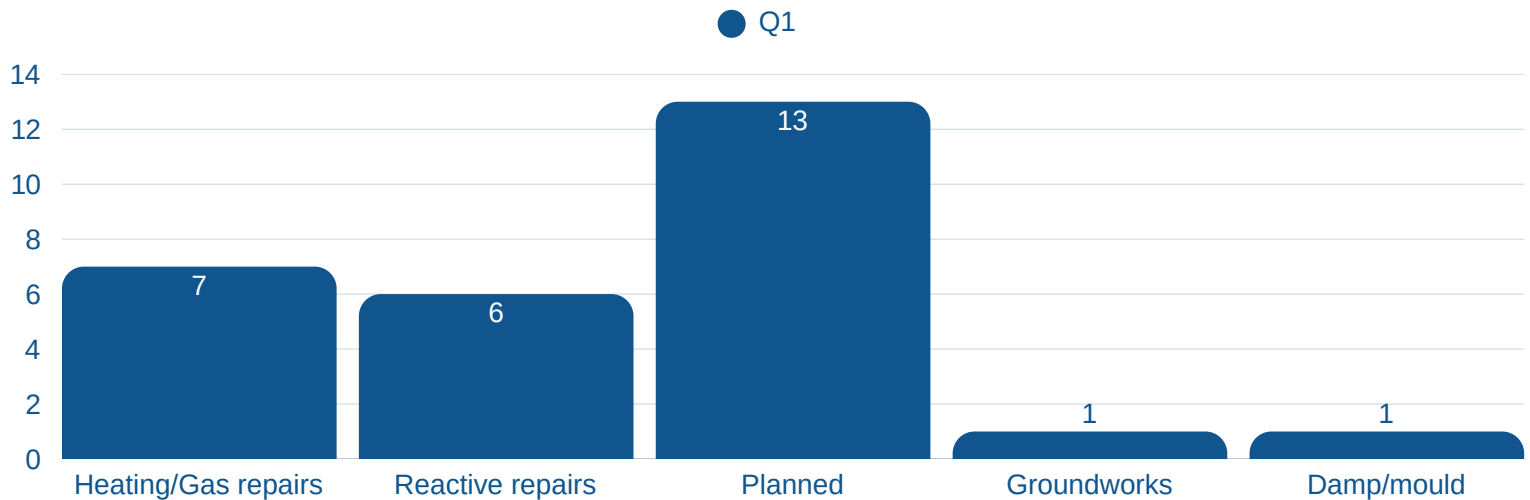
Number of service requests per quarter compared to last year



Service requests per category - Q1



Service requests categories per quarter



Actions taken:-

- Individual issues raised at contractor meetings and minuted
- New planned procedures have been put in place regarding snags and call backs