



Customers & Communities |

Putting customers at the heart of everything we do

Headline target

Incremental increase in 9-month survey score year on year with the aspirational objective of achieving a 90% score by FY2

External KPIs	External targets
<ul style="list-style-type: none">9-month customer survey score	<ul style="list-style-type: none">Increase year on year the 9-month survey score with the objective of achieving 90% by 2026
<ul style="list-style-type: none">5-star builder status and % 'Recommend a friend' score	<ul style="list-style-type: none">5-star builder (>90% 'Recommend a friend') and improve our score to 95% by July 2023 (2021-22 survey year)
<ul style="list-style-type: none">NHBC overall customer satisfaction score	<ul style="list-style-type: none">Achieve 86.8%-87.8% NHBC overall customer satisfaction score by July 2022
<ul style="list-style-type: none">NHBC Construction Quality Review score	<ul style="list-style-type: none">Improve NHBC CQR score to 85.0% by July 2022
<ul style="list-style-type: none">Average number of Reportable Items per home	<ul style="list-style-type: none">Reduce average number of Reportable Items per home to 0.225 by July 2022
<ul style="list-style-type: none">Incoming/outgoing calls & emails to customer care departments	<ul style="list-style-type: none">All emails responded to in 48 hours
	<ul style="list-style-type: none">Incoming calls answered within 3 rings; missed calls returned same day

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