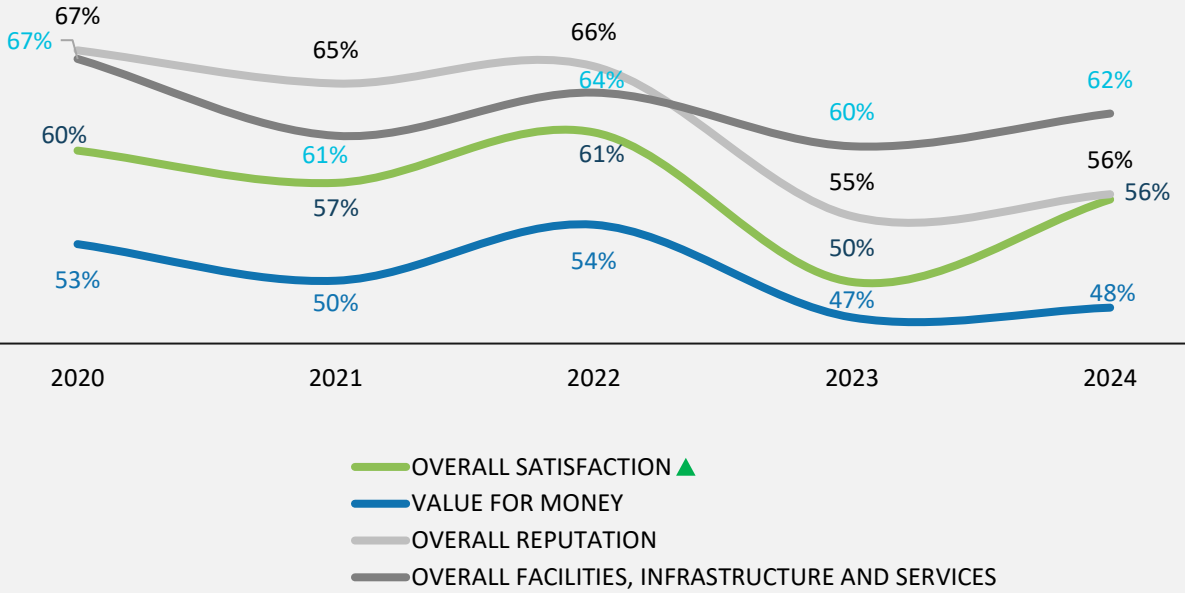
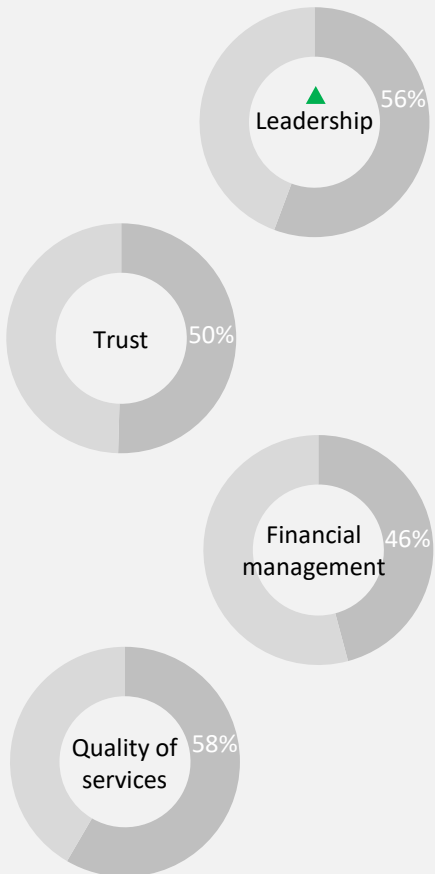


Summary of Key performance indicators

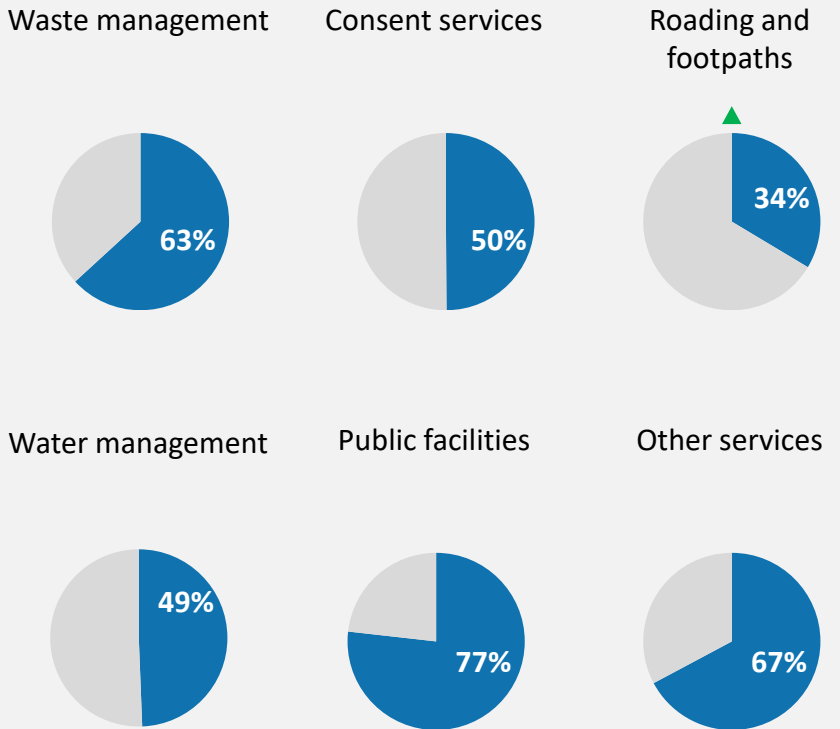
**OVERALL MEASURES**



**REPUTATION**



**SERVICES AND FACILITIES**



Good (% 6-10)

Satisfied (% 6-10)

▲ Year-on-year Significantly higher  
▼ Significantly lower

▲ Between demographics Significantly higher  
▼ Significantly lower