

Our performance - January 2025



These key areas are reported monthly to make sure we're providing the best service across our business. We're working on improving performance in the areas targets are not being met.

% Customers satisfied with the overall service

Target is 82% or higher

75.4%

Off target

Emergency Repairs completed within target

Target is 80% or higher

98.5%

On target

Non-Emergency Repairs completed within target

Target is 80% or higher

58.0%

Off target

Number of new complaints received

Monitoring

108

1st - 31st January

% of Telephone calls answered

Target is 85% or higher

82.1%

Close to target

Average call waiting time - general enquires (mins)

Target is 4 minutes or lower

05:59

Off target

% Complaints responded to within Complaint Handling timescales

Target is 95% or higher

86.1%

Close to target

The figures shown are the performance for the month unless stated.

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These key areas are measured monthly to make sure we're providing the best service across our business. We're working on improving performance in the areas targets are not being met.

% Gas services completed

Target is 100%

99.89%

Close to target

% Domestic electrical tests completed

Target is 100%

93.86%

Close to target

% Passenger lifts serviced

Target is 100%

89.90%

Off target

% Communal asbestos surveys completed

Target is 100%

100%

On target

% Water hygiene checks completed

Target is 100%

100%

On target

% Fire safety checks

Target is 100%

100%

On target

We measure our performance for these measure, based on our performance at month end.