

Our performance - September 24



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

68.82%

Off target

Emergency Repairs completed within target

Target is 80% or higher

96.3%

On target

Non-Emergency Repairs completed within target

Target is 80% or higher

60.8%

Off target

Number of complaints received

Monitoring

11

1st - 30th September

% of Telephone calls answered

Target is 85% or higher

81.3%

Close to target

Average call waiting time - general enquires (mins)

Target is 4 minutes or lower

6:11

Off target

% Complaints responded to within Complaint Handling timescales

Target is 95% or higher

66.7%

Off target

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

Our performance - September 24



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%

100%

On target

% Domestic electrical tests completed

Target is 100%

98.05%

Close to target

% Passenger lifts serviced

Target is 100%

100%

On 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.