

Our performance - 24/25 Year End



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%

Off target

Emergency Repairs completed within target

Target is 80% or higher

94.50%

On target

Non-Emergency Repairs completed within target

Target is 80% or higher

57.16%

Off target

Number of complaints received per 1,000 properties

141

% of Telephone calls answered

Target is 85% or higher

89.9%

On target

Average call waiting time - general enquires (mins)

Target is 4 minutes or lower

02:51

On target

% Complaints responded to within Complaint Handling timescales

Target is 95% or higher

67.5%

Off target

Our performance - 24/25 Year End



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%

99.04%

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%

Om target