

# Our performance - February 2024

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.

**Customers satisfied with the overall service**

Target is 80% or higher

**80.99%**

on target

**Repairs completed right first time**

Target is 90% or higher

**74.70**

offtarget

**Repairs completed within target timescale**

Target is 85% or higher

**53.69%**

off target

**Number of complaints received**

Monitoring

**903**

Year to date

**% of Telephone calls answered**

Target is 90% or higher

**54.48%**

off target

**Average call waiting time - general enquires (mins)**

Target is 3 minutes or lower

**16:51**

off target

**% Complaints responded to within Complaint Handling Codes timescales**

Target is 90% or higher

**92:93%**

On target

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## Gas services completed

Target is 100%

**99.83%**

close to target

## Domestic electrical tests completed

Target is 100%

**97.96%**

close to target

## Passenger lifts serviced

Target is 100%

**95.83%**

close to 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%**

close to target