

# Our performance - February 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

**73.6%**

Off target

**Emergency Repairs completed within target**

Target is 80% or higher

**97.36%**

On target

**Non-Emergency Repairs completed within target**

Target is 80% or higher

**58.14%**

Off target

**Number of new complaints received**

Monitoring

**82**

1st - 28th February

**% of Telephone calls answered**

Target is 85% or higher

**84.1%**

Close to target

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

Target is 4 minutes or lower

**04:36**

Close to target

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

Target is 95% or higher

**87.8%**

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%

**99.90%**

Close to target

## % Domestic electrical tests completed

Target is 100%

**98.20%**

Close to target

## % Passenger lifts serviced

Target is 100%

**91.26%**

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%**

On target

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