

# 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

**50.00%**

Off target

**Emergency  
Repairs  
completed within  
target**

Target is 80% or higher

**98.07%**

On target

**Non-Emergency  
Repairs  
completed within  
target**

Target is 80% or higher

**54.86%**

Off target

**Number of  
complaints  
received**

Monitoring

**12**

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

**90.00%**

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.  
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## % Gas services completed

Target is 100%

**100%**

On target

## % Domestic electrical tests completed

Target is 100%

**98.24%**

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

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