

# Our performance - May 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.

**% Customers satisfied with the overall service**

Target is 82% or higher

**75%**

Close to target

**Emergency Repairs completed within target**

Target is 80% or higher

**78.68%**

Close to target

**Non-Emergency Repairs completed within target**

Target is 80% or higher

**48.50%**

Off target

**Number of complaints received**

Monitoring

**30**

1 April to date

**% of Telephone calls answered**

Target is 85% or higher

**53.66%**

Off target

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

Target is 4 minutes or lower

**12:37**

Off target

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

Target is 95% or higher

**83.33%**

On target

**We measure our performance over the period**

**1 April - 31 March**

**The figures shown are the cumulative performance over the current year**

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## % Gas services completed

Target is 100%

**99.41%**

Close to target

## % Domestic electrical tests completed

Target is 100%

**92.46%**

Close to target

## % Passenger lifts serviced

Target is 100%

**69.78%**

Off 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%

**98.05%**

Close to target

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