

# Our performance - 24/25 Year End

**% Customers  
satisfied with the  
overall service**

Target is 82% or higher

**78.51%**

Off target

**Emergency  
Repairs  
completed within  
target**

Target is 80% or higher

**95.9%**

On target

**Non-Emergency  
Repairs  
completed within  
target**

Target is 80% or higher

**62.0%**

Off target

**Number of  
complaints  
received per 1000  
properties**

**154**

**% 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

**72.6%**

Off target

# Our performance - 24/25 Year End

**% Gas services completed**

Target is 100%

**100%**

On target

**% Domestic electrical tests completed**

Target is 100%

**98.93%**

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%**

On target