

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

77.69%

Close to target

% Repairs completed right first time

Target is 90% or higher

63.64%

Off target

% Repairs completed within target timescale

Target is 85% or higher

51.46%

Off target

Number of complaints received

Monitoring

115

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 timescales

Target is 90% or higher

93.85%

On target

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% Gas services completed

Target is 100%

99.56%

Close to target

% Domestic electrical tests completed

Target is 100%

96.42%

Close to target

% Passenger lifts serviced

Target is 100%

94.12%

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