

# Our performance - November 24



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

**71.71%**

Off target

**Emergency Repairs completed within target**

Target is 80% or higher

**93.8%**

On target

**Non-Emergency Repairs completed within target**

Target is 80% or higher

**45.2%**

Off target

**Number of complaints received**

Monitoring

**74**

1st - 30th November

**% of Telephone calls answered**

Target is 85% or higher

**66.9%**

Off target

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

Target is 4 minutes or lower

**13:51**

Off target

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

Target is 95% or higher

**82%**

Off target

**The figures shown are the performance for the month unless stated.**

# Our performance - November 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.

**% Gas services completed**

Target is 100%

**99.92%**

Close to target

**% Domestic electrical tests completed**

Target is 100%

**98.61%**

Close to target

**% Passenger lifts serviced**

Target is 100%

**70%**

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%

**99.27%**

Close to target

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