



How we're doing

Performance at September 2024

We listen to your feedback and track how our services are performing so we can keep improving and make your experience even better. See how we're doing.



Repairs



We attended to

99.37%

of emergency repairs within 24 hours



That's 0.05% more than the previous quarter

We completed

73.46%

of non-emergency repairs within 28 working days



That's 4.86% more than the previous quarter

We kept

98.40%

of repair appointments



That's 0.13% more than the previous quarter

Average satisfaction score with our repairs service



4.39/5

Customer Experience Centre



Average Call Wait Time

3m 12s



That's 18 seconds faster than the previous quarter

We answered

136,619

of your calls

Average satisfaction score with calls relating to Repair Bookings



4.62/5

Safety Compliance



99.92%

of Gas Safety Checks
(LGSR) are complete



That's 0.3% more than the
previous quarter

99.79%

of Electrical Safety Checks
(EICR) are complete



That's 0.11% more than the
previous quarter

100%

of Fire Safety Checks
(FRA) are complete



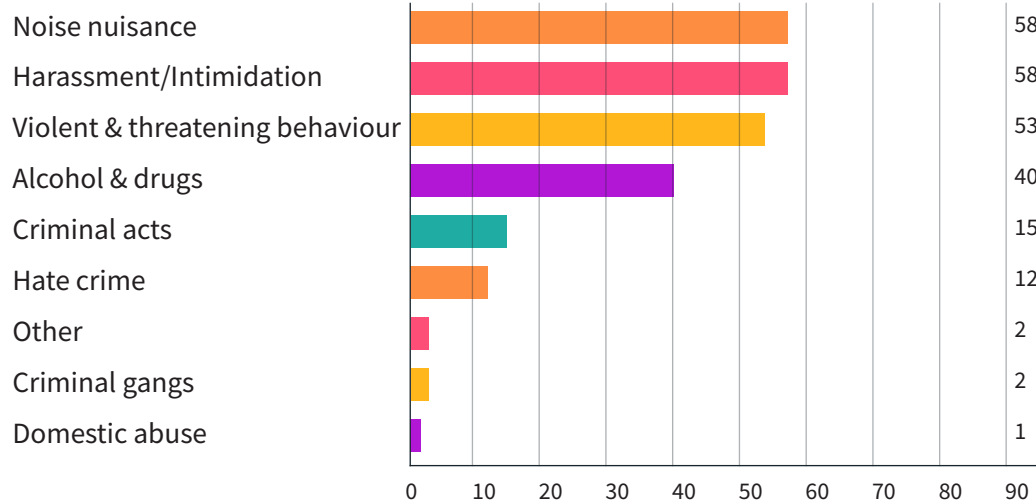
That's the same as the
previous quarter

Anti Social Behaviour



We received

241 ASB reports



Average satisfaction score with ASB Enquiries



Average satisfaction score with ASB Case Handling



Complaints



We received

2,473

stage 1 complaints

We received

345

stage 2 complaints

86.08%

Stage 1 Complaints responded to within
Complaint Handling Code timescales



That's 1.6% less than the
previous quarter

91.92%

Stage 2 Complaints responded to within
Complaint Handling Code timescales



That's 0.03% less than the
previous quarter

Average satisfaction score with our complaint handling



Customer Performance Insights

How we are performing

Covers April 2024 - September 2024