

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

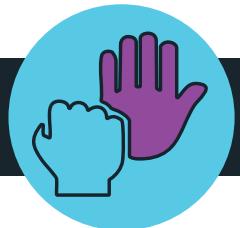
+ That's 0.11% more than the previous quarter

100%

of Fire Safety Checks (FRA) are complete

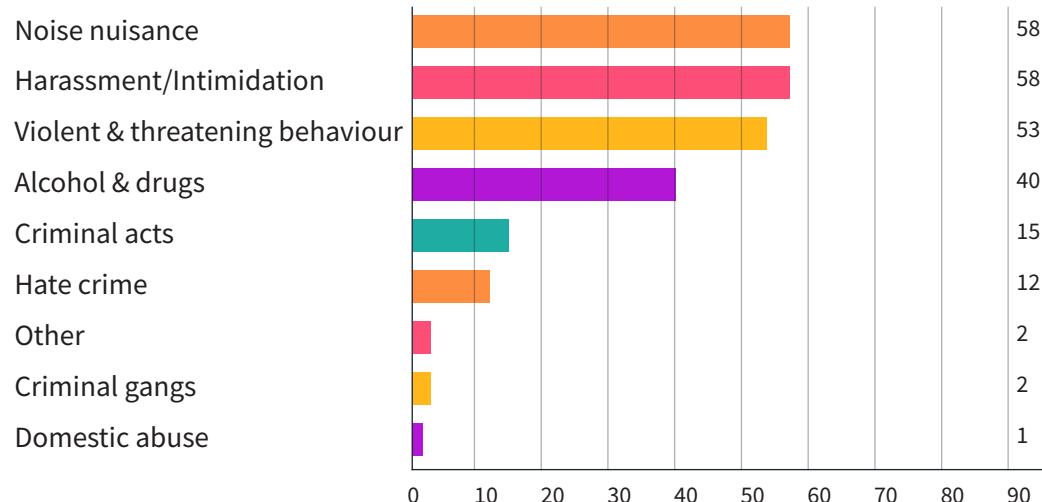
0 That's the same as the previous quarter

Anti Social Behaviour



We received

241 ASB reports



Average satisfaction score with ASB Enquiries

4.11/5

Average satisfaction score with ASB Case Handling

2.97/5

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



2.74/5

Customer Performance Insights

How we are performing

Covers April 2024 - September 2024

