



How we're doing

Performance at June 2025

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
98.26%
of emergency repairs
within 24 hours
↓ That's 0.76% less than
the previous year

We kept
97.71%
of repair appointments
↑ That's 0.29% more than
the previous year

Average satisfaction
score with our repairs
service
★★★★★
4.46/5
↑ That's 0.08 more than
the previous year

We completed
79.73%
of non-emergency repairs
within 25 working days
↓ That's 2.43% less than
the previous year

Safety compliance



99.9%
of Gas Safety Checks
(LGSR) are complete
- That's the same as the
previous year

99.9%
of Electrical Safety
Checks (EICR) are
complete
- That's the same as the
previous year

99.2%
of Fire Safety Checks
(FRA) are complete
↓ That's 0.6% less than
the previous year

Customer Experience Centre



We answered
66,660
of your calls

Average call wait time
2m 42s
↓ That's 9 seconds slower
than the previous year

Average satisfaction
score with calls relating
to repair bookings
★★★★★
4.67/5
↑ That's 0.04 more than
the previous year

Complaints

Average satisfaction
score with our
complaint handling
★★★
2.46/5
↓ That's 0.18 less than
the previous year

We received
689
stage 1 complaints

We received
135
stage 2 complaints

92.33%
of complaints were responded to within the Housing
Ombudsman's Compliant Handling Code timescales



Antisocial behaviour (ASB)

We received

183

ASB reports

Average satisfaction
score with ASB
enquiries



4.21/5

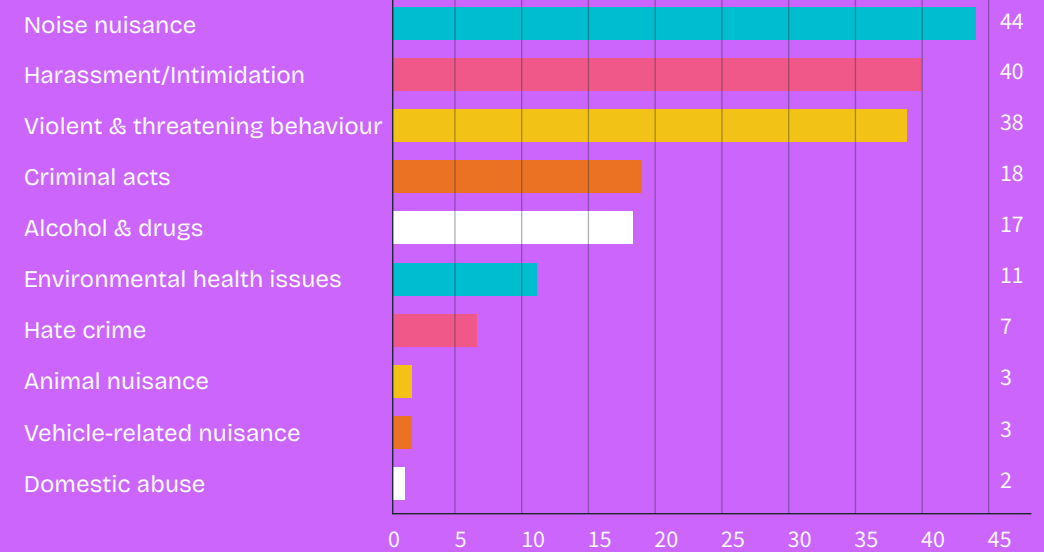
↑ That's 0.14 more than
the previous year

Average satisfaction
score with ASB case
handling



3.18/5

↑ That's 0.3 more than
the previous year



Customer Performance Insights
How we are performing
Covers April 2025 - June 2025