

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

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

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

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

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



We received
689
stage 1 complaints

We received
135
stage 2 complaints

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

Noise nuisance

Harassment/Intimidation

Violent & threatening behaviour

Criminal acts

Alcohol & drugs

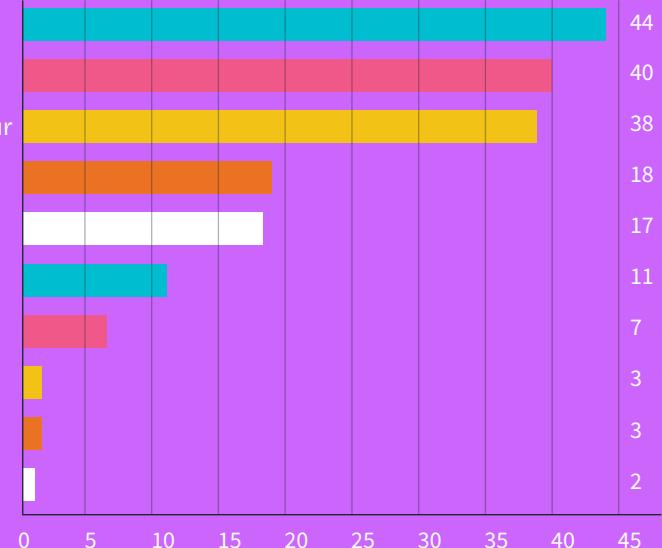
Environmental health issues

Hate crime

Animal nuisance

Vehicle-related nuisance

Domestic abuse



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

