



# How we're doing

Performance at June 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

**99.32%**

of emergency repairs within 24 hours

**0**

That's the same as the previous year

We completed

**68.60%**

of non-emergency repairs within 28 working days

**+**

That's 10.02% more than the previous year

We kept

**98.27%**

of repair appointments

**+**

That's 0.03% more than the previous year

Average satisfaction score with our repairs service



# Customer Experience Centre



Average Call Wait Time

**3m 30s**

**-**

That's 64 seconds slower than the previous year

We answered

**69,902**

of your calls

Average satisfaction score with calls relating to Repair Bookings



# Safety Compliance



**99.89%**

of Gas Safety Checks  
(LGSR) are complete

– That's 0.6% less than the  
previous year

**99.68%**

of Electrical Safety Checks  
(EICR) are complete

+ That's 0.17% more than the  
previous year

**100%**

of Fire Safety Checks  
(FRA) are complete

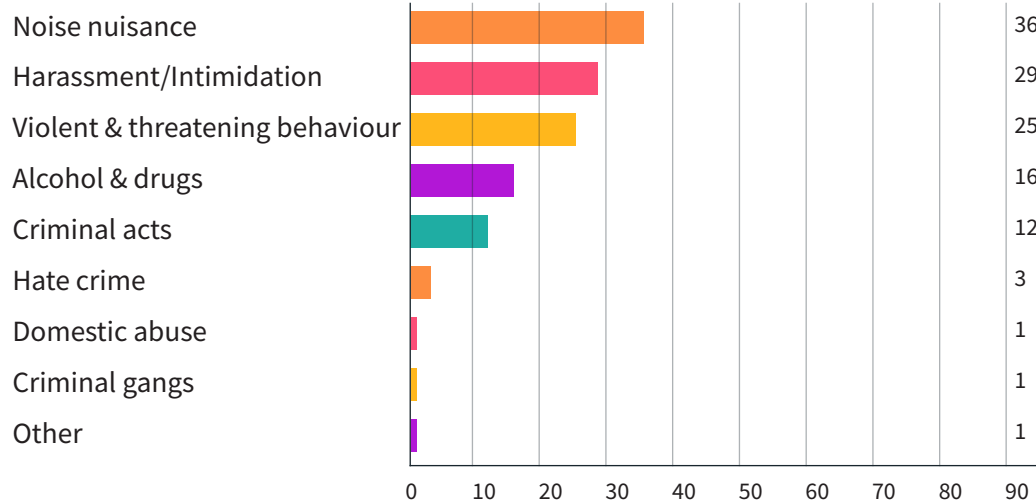
0 That's the same as the  
previous year

# Anti Social Behaviour



We received

**124** ASB reports



Average satisfaction score with ASB Enquiries



Average satisfaction score with ASB Case Handling



# Complaints



We received

**1,444**

stage 1 complaints

We received

**166**

stage 2 complaints

**87.68%**

Stage 1 Complaints responded to within  
Complaint Handling Code timescales



That's 4.28% less than  
the previous year

**91.95%**

Stage 2 Complaints responded to within  
Complaint Handling Code timescales



That's 0.82% more than  
the previous year

Average satisfaction score with our complaint handling



## Customer Performance Insights

How we are performing

Covers April 2024 - June 2024