



How we're doing

Performance in 2024-25

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

99.02%

of emergency repairs within 24 hours



That's 0.22% less than the previous quarter

We completed

82.16%

of non-emergency repairs within 28 working days



That's 2.47% more than the previous quarter

We kept

97.42%

of repair appointments



That's 0.25% less than the previous quarter

Average satisfaction score with our repairs service



Customer Experience Centre



Average Call Wait Time

2m 33s



That's 17 seconds faster than the previous quarter

We answered

289,824

of your calls

Average satisfaction score with calls relating to Repair Bookings



Safety Compliance



99.90%

of Gas Safety Checks
(LGSR) are complete



That's 0.03% less than the
previous quarter

99.95%

of Electrical Safety Checks
(EICR) are complete



That's 0.03% more than the
previous quarter

100%

of Fire Safety Checks
(FRA) are complete



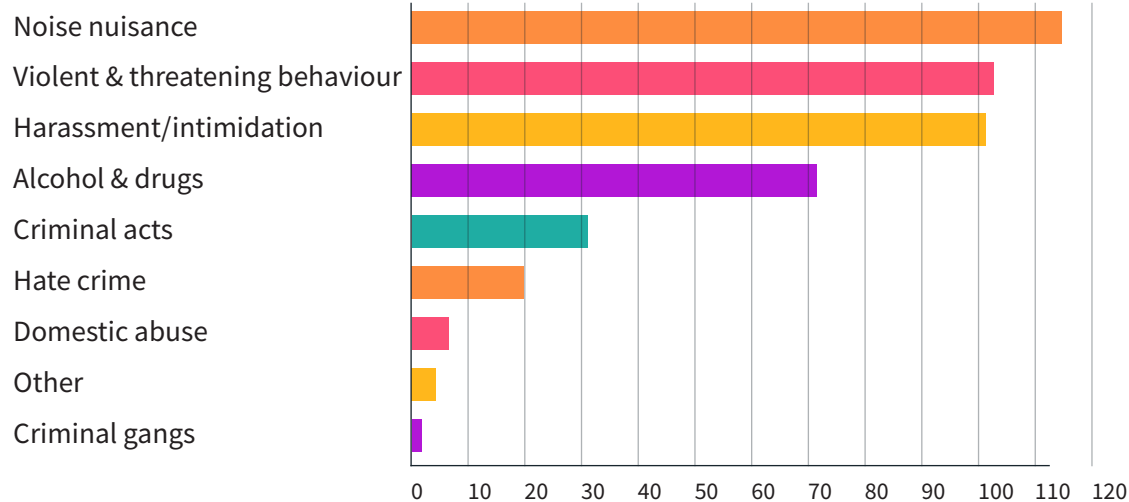
That's the same as the
previous quarter

Anti Social Behaviour



We received

458 ASB reports



Average satisfaction score with ASB Enquiries



Average satisfaction score with ASB Case Handling



Complaints



We received

4,604

stage 1 complaints

We received

745

stage 2 complaints

90.68%

Stage 1 Complaints responded to within
Complaint Handling Code timescales



That's 1.4% more than the
previous quarter

91.66%

Stage 2 Complaints responded to within
Complaint Handling Code timescales



That's 1.54% more than the
previous quarter

Average satisfaction score with our complaint handling



* The figures we've shared here are based on our internal reporting methods, which differ slightly from the approach used by the regulator in the Tenant Satisfaction Measures. As a result, the numbers may not be directly comparable.

Customer Performance Insights

How we are performing

Covers April 2024 to March 2025