

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

 **4.38/5**

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

 **4.63/5**

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

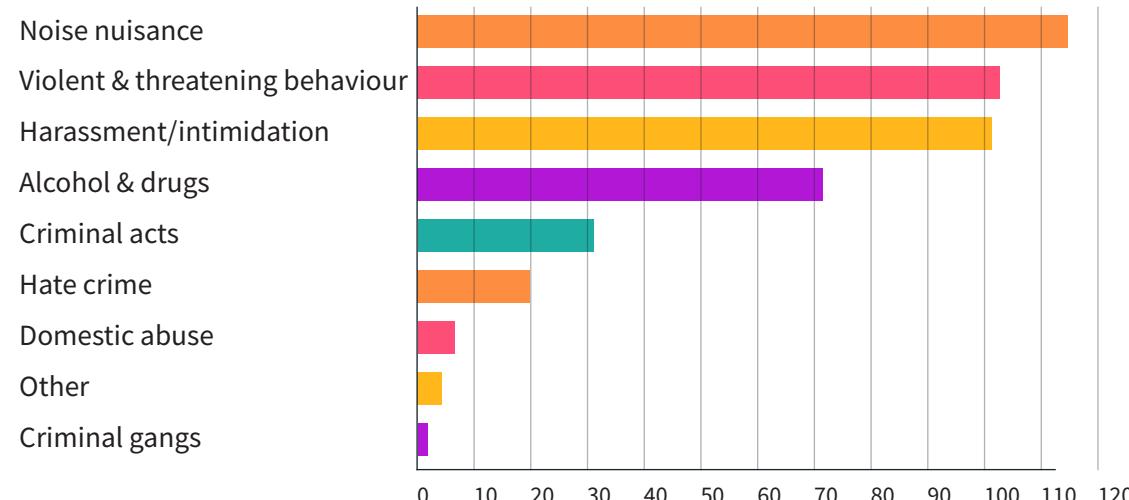
0 That's the same as the previous quarter

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

 **2.64/5**

* 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

