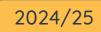
Our regular performance updates



How we're measuring up against the things that matter most to you

	Apr - Jun 2024	Jul - Sep 2024
Improving your Service Centre experience		
Customer satisfaction with our Customer Service Centre	89.0%	82.8%
Calls answered by Customer Service Centre in under 2m 30 secs	31.82%	30.60%
Working together to resolve ASB		
Number of ASB cases per 1,000 homes	12	9
ASB cases we responded to within 48 hours	95%	98%
Getting your repairs service right		
Customer satisfaction with last completed repair	88.4%	89.9%
Emergency repairs completed in time	96.7%	97.1%
Routine repairs completed in time	39.7%	47.1%
Average number of days to complete repairs	57.2	59
Putting things right		
Number of complaints received	773	577
Stage 1 complaints we responded to within 10 days	87%	89%
Stage 1 commitments addressed within agreed times	54%	40%
Stage 2 complaints we responded to within 20 days	87%	46%
Keeping your homes and buildings safe		
Homes that meet all landlord health and safety requirements	99.65%	98.66%
Homes that meet the Decent Homes Standard	100%	100%