

Our regular performance updates

2024/25

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

Apr - Jun 2024 Jul - Sep 2024 Oct - Dec 2024

Improving your Service Centre experience

Customer satisfaction with our Customer Service Centre	89.0%	82.8%	81.3%
Calls answered by Customer Service Centre in under 2m 30 secs	31.82%	30.60%	31.16%

Working together to resolve ASB

Number of ASB cases per 1,000 homes	12	9	8
ASB cases we responded to within 48 hours	95%	98%	98%

Getting your repairs service right

Customer satisfaction with last completed repair	88.4%	89.9%	87.5%
Emergency repairs completed in time	96.7%	97.1%	97.6%
Routine repairs completed in time	39.7%	47.1%	45.4%
Average number of days to complete repairs	57.2	59	65

Putting things right

Number of complaints received	773	577	624
Stage 1 complaints we responded to within 10 days	87%	89%	98%
Stage 1 commitments addressed within agreed times	54%	40%	45%
Stage 2 complaints we responded to within 20 days	87%	46%	92%

Keeping your homes and buildings safe

Homes that meet all landlord health and safety requirements	99.65%	98.66%	99.95%
Homes that meet the Decent Homes Standard	100%	100%	100%