

# Our performance - June

These key areas are measured monthly to make sure we're providing the best service across our business. We're working on improving performance in the areas targets are not being met.

**% Customers satisfied with the overall service**

Target is 75% or higher

**74.0%**

Year to date - off target

**% Properties meeting Decent Homes Standard**

Target is 100%

**99.3%**

Year to date - close to target

**% Repairs completed right first time**

Target is 90% or higher

**88.0%**

Year to date - close to target

**Average working days to complete a repair**

Target is 14 working days or lower

**27**

Year to date - off target

**% of Telephone calls answered**

Target is 90% or higher

**87%**

In June - close to target

**Average call waiting time - general enquires (mins)**

Target is 3 minutes or lower

**2:32**

In June - close to target

**% Complaints resolved in 10 working days**

Target is 90% or higher

**70.4%**

Year to date - off target

**Number of complaints received**

Monitoring

**170**

Year to date

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These key areas are measured monthly to make sure we're providing the best service across our business. We're working on improving performance in the areas targets are not being met.

## % Gas services completed

Target is 100%

**99.8%**

Year to date - close to target

## % Domestic electrical tests completed

Target is 100%

**99.8%**

Year to date - close to target

## % Passenger lifts serviced

Target is 100%

**100%**

Year to date - on target

## % Communal asbestos surveys completed

Target is 100%

**100%**

Year to date - on target

## % Water hygiene checks completed

Target is 100%

**100%**

Year to date - on target