

Our performance - September 23

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 80% or higher

79.11%

close to target

Repairs completed right first time

Target is 90% or higher

87.98%

close to target

Repairs completed within target timescale

Target is 85% or higher

52.50%

off target

Number of complaints received

Monitoring

356

Year to date

% of Telephone calls answered

Target is 90% or higher

83.68%

close to target

Average call waiting time - general enquires (mins)

Target is 3 minutes or lower

2:33

on target

% Complaints responded to within Complaint Handling Codes timescales

Target is 90% or higher

80.17%

close to target

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Gas services completed

Target is 100%

99.75%

close to target

Domestic electrical tests completed

Target is 100%

94.58%

close to target

Passenger lifts serviced

Target is 100%

97.82%

close to target

Communal asbestos surveys completed

Target is 100%

100%

on target

Water hygiene checks completed

Target is 100%

100%

on target

Fire safety checks

Target is 100%

100%

on target