

Our performance - October 24

These key areas are reported 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 82% or higher

85.45%

On target

Emergency Repairs completed within target

Target is 80% or higher

87.83%

On target

Non-Emergency Repairs completed within target

Target is 80% or higher

67.34%

Off target

Number of complaints received

Monitoring

100

1st - 31st October

% of Telephone calls answered

Target is 85% or higher

74.7%

Off target

Average call waiting time - general enquires (mins)

Target is 4 minutes or lower

9:21

Off target

% Complaints responded to within Complaint Handling timescales

Target is 95% or higher

69%

Off target

The figures shown are the performance for the month unless stated.

Our performance - October 24

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%

99.96%

Close to target

% Domestic electrical tests completed

Target is 100%

98.92%

Close to target

% Passenger lifts serviced

Target is 100%

90%

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%

99.71%

Close to target

We measure our performance for these measure, based on our performance at month end.