

Our performance - May 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.

Customers satisfied with the overall service

Target is 82% or higher

79.29%

Close to target

Emergency Repairs completed within target

Target is 90% or higher

81.96%

Close to target

Non-Emergency Repairs completed within target

Target is 80% or higher

44.28%

Off target

Number of complaints received

Monitoring

144

1st April to date

% of Telephone calls answered

Target is 85% or higher

53.66%

Off target

Average call waiting time - general enquires (mins)

Target is 4 minutes or lower

12:37

Off target

% Complaints responded to within Complaint Handling Codes timescales

Target is 95% or higher

80.1%

Off target

We measure our performance over the period

1 April - 31 March

The figures shown are the cumulative performance over the current year

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Gas services completed

Target is 100%

99.67%

Close to target

Domestic electrical tests completed

Target is 100%

98.55%

Close to target

Passenger lifts serviced

Target is 100%

95.92%

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

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