

# Customer Commitments

## Quarterly Report: Q1 2023/24



### Customer Service



61% of enquiries responded to on time  
**Down 12% from last quarter**



Average time to answer social media enquiries  
**6.4 hours**



83% customer satisfaction with the Customer Service Centre  
**Down 3% from last quarter**



Average of 4.9 days to answer e mails  
**0.2 days slower than last quarter**



Average of **2.1 days** to respond to letters received



MyHome users - 21,016 registered

### Homes



83% customer satisfaction with responsive repairs  
**Up 1% from last quarter**



99.79% of properties with a valid gas safety record  
**Down 0.8% from last quarter**



86% of appointments kept  
**Down 1% from last quarter**



100% of properties with a valid fire risk assessment  
**Same as last quarter**

### Complaints

Formal Complaints acknowledged on time (within 2 days)

Target 95%  
Achieved 82%



Customer Satisfaction with case handling

Target 60%  
Achieved 36%



Formal Complaints responded to on time (within 10 days)

Target 90%  
Achieved 68%



### Anti-Social Behaviour

Customer satisfaction with case handling

Target 60%  
Achieved 66%

Up 4% from last quarter

