


Customer Commitments


Quarterly Report: **Q2 2024/25**



Customer Service

88%  customer satisfaction with the Customer Service Centre
Same as last quarter

71%  of enquiries responded to on time
Down 1% from last quarter

5.3  average days to answer letters
0.3 days slower than last quarter

4.8 average days to answer emails
0.8 days faster than last quarter



Homes

86% customer satisfaction with responsive repairs
Down 3% from last quarter

66% of appointments kept
Down 8% from last quarter



99.9% of properties with a valid gas safety record
Same as last quarter



99.9% of properties with a valid fire risk assessment

Complaints

99% **Target 95%**
Formal complaints acknowledged on time

61% **Target 60%**
Customer satisfaction with complaint handling

97% **Target 90%**
Formal complaints responded to on time



Anti-social behaviour

17% Customer satisfaction with case handling
Target 60%