



Customer Commitments

Quarterly Report: **Q3 2024/25**




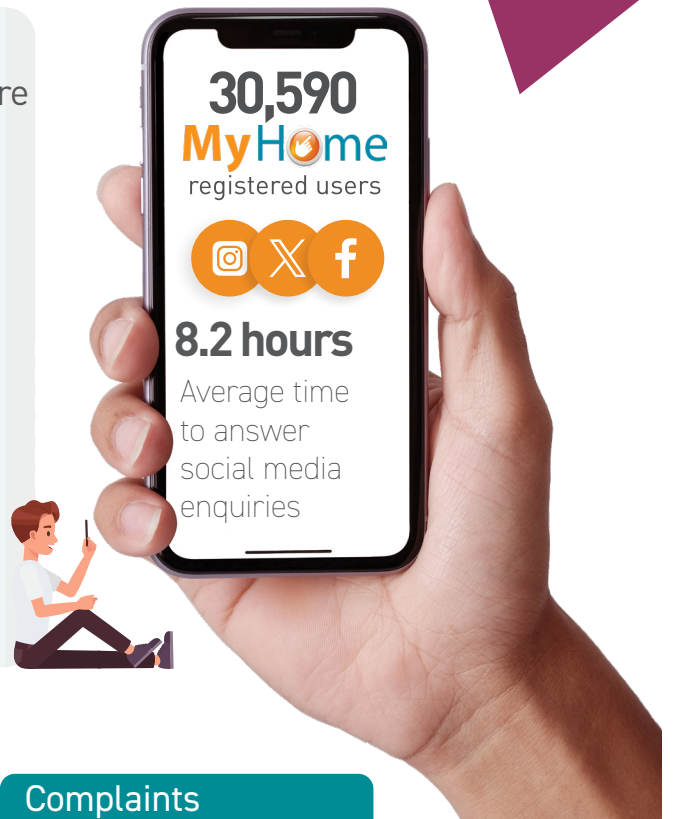
Customer Service

87.5%  customer satisfaction with the Customer Service Centre
Down .5% on last quarter

72%  of enquiries responded to on time
Down .5% on last quarter

2.4  average days to answer letters
2.9 days faster than last quarter

5.4  average days to answer emails
0.6 days slower than last quarter



Homes

81% customer satisfaction with responsive repairs
Down .5% on last quarter

64.8% of appointments kept
Down 1.2% on last quarter

 **95.3%** of properties with a valid gas safety record
Same as last quarter

 **95.3%** of properties with a valid fire risk assessment

Complaints

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

72% **Target 60%**
Customer satisfaction with complaint handling

98.2% **Target 95%**
Formal complaints responded to on time



Anti-social behaviour

73.1% Customer satisfaction with case handling
Target 60%