

Customer Commitments

Quarterly Report: **Q1 2024/25**



Customer Service

88%  customer satisfaction with the Customer Service Centre
 Down 1% from last quarter

72%  of enquiries responded to on time
 Up 22% from last quarter

5  average of 4 days to answer letters
 1 day slower than last quarter

5.6 average of 5.4 days to answer emails
 0.2 days slower than last quarter



Homes

89% customer satisfaction with responsive repairs
 Up 5% from last quarter

74% of appointments kept
 Down 3% from last quarter

 **99.9%** of properties with a valid gas safety record
 Up 0.1% from last quarter

 **99.7%** of properties with a valid fire risk assessment

Complaints

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

52% **Target 60%**
 Customer satisfaction with complaint handling

96% **Target 90%**
 Formal complaints responded to on time



Anti-social behaviour

50% Customer satisfaction with case handling
Target 60%