

How we're doing December 2024



→ Check out our key on the next page for an explanation of each measure and to see how each number is calculated.

Overall combined customer satisfaction so far this year

88.2%

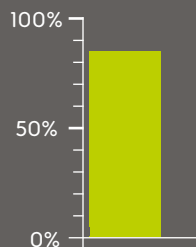
85.2%



Customer satisfaction with repairs

88.1%

TBC



Number of formal complaints received

117



Percentage of complaints resolved at the earliest stage

81.7%

80%



Number of customer calls to contact team

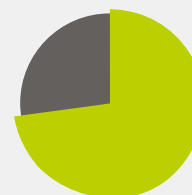
8,093



Percentage of customer telephone queries resolved first time

76.6%

84%



Average call wait time

11min 40sec



Average end to end times for routine repairs (days)

15

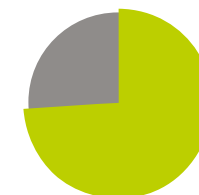
28



Repairs completed in one visit (customer perception)

75.7%

76%



On target

Off target

Near miss

Our targets show what we expect to achieve right now. Targets always aim to maintain, and usually exceed our past performance.

*2024/2025 targets yet to be confirmed



How we're doing (key)



> Overall combined customer satisfaction so far this year

The percentage of customers who scored us 7+ out of 10 when asked if satisfied with us. This overall score is the average percentage across all satisfaction surveys since the start of April

> Customer satisfaction with repairs

The percentage of customers who scored us 7+ out of 10 when asked how satisfied they are with our repairs service

> Number of formal complaints received

The overall number of customer complaints received during the month

> Percentage of complaints resolved at the earliest stage

Percentage of customer complaints completed at the earliest stage (1) of the Housing Ombudsman's complaint handling code.

> Number of customer calls to contact team

The total number of calls received by our customer contact team during the month

> Percentage of customer telephone queries resolved first time

The percentage of calls to our customer contact team that were answered without being abandoned during the month

> Average call wait time

The average time a customer had to wait to speak to one of our representatives during the month

> Average end to end times for routine repairs (days)

The average number of days from the date of booking a routine repair to completion

> Repairs completed in one visit (customer perception)

The percentage of repairs completed in one visit during the month