



Our current performance based on satisfaction surveys and performance reporting

Satisfaction measured	Target	January 2025
Overall satisfaction	90%	96% (no change)
Surveys sent		3,671 (+203)
Response rate		23.5% (5.5%)

Satisfaction measured	Target	January 2025
Repairs satisfaction	96%	98% (no change)
Surveys sent		1,322 (+168)
Response rate		18.7% (-1%)

Satisfaction measured	Target	January 2025
Complaint satisfaction	80%	90% (+6%)
Surveys sent		19 (-4)
Response rate		79% (-4%)

Satisfaction measured	Target	January 2025
ASB satisfaction	80%	88% (+8%)
Surveys sent		16 (-8)
Response rate		69% (-22%)

Satisfaction measured	Target	January 2025
Repair appointments kept on time	98%	98% (no change)
Estate inspections completed		37% (-3%)
Internal painting completed		97% (+3%)
External painting completed		100% (+2%)
Garden inspections within 5 days	100%	84% (no change)
Communal area inspections	100%	98% (+46%)
Play area inspections	100%	100% (no change)
Fire alarm inspections	100%	100% (no change)
Annual fire risk assessments	100%	100% (no change)
Emergency lighting inspections	100%	99% (-1%)
Electrical communal checks	100%	100% (no change)
Communal fire doors inspected	100%	100% (no change)
Number of Stage 1 complaints received		37 (+23)
Number of Stage 2 complaints received		5 (-1)
Calls dealt with at first point of contact	95%	56% (-33%)
Number of calls to the contact centre		4263 (+1,332)
Visit to new customers within 6 weeks	80%	83% (no change)
Customer Network members		471 (+4)