


# Customer Commitments

Quarterly Report: **Q4 2023/24**



## Customer Service

**89%**  customer satisfaction with the Customer Service Centre  
**Up 3% from last quarter**

**50%**  of enquiries responded to on time  
**Same as last quarter**

**4**  average of 4 days to answer letters  
**1.4 days slower than last quarter**

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



## Homes

**85%** customer satisfaction with responsive repairs  
**Up 2% from last quarter**

**77%** of appointments kept  
**Down 2% from last quarter**

 **99.8%** of properties with a valid gas safety record  
**Down 0.1% from last quarter**

 **99.9%** of properties with a valid fire risk assessment

## Complaints

**97%** **Target 95%**  
 Formal complaints acknowledged on time

**37%** **Target 60%**  
 Customer satisfaction with complaint handling

**89%** **Target 90%**  
 Formal complaints responded to on time



## Anti-social behaviour

**56%** Customer satisfaction with case handling  
**Target 60%**