


Customer Commitments


Quarterly Report: **Q3 2023/24**



Customer Service

86%  customer satisfaction with the Customer Service Centre
Up 1% from last quarter

50%  of enquiries responded to on time
Down 9% from last quarter

4.3  average of 5.7 days to answer letters
1.4 days slower than last quarter

5.6 average of 6.2 days to answer emails
0.6 days slower than last quarter



Homes

83% customer satisfaction with responsive repairs
Down 1% from last quarter

79% of appointments kept
Same 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

96% **Target 95%**
Formal complaints acknowledged on time

55% **Target 60%**
Customer satisfaction with complaint handling

66% **Target 90%**
Formal complaints responded to on time



Anti-social behaviour

73% Customer satisfaction with case handling
Target 60%