


# Customer Commitments

Quarterly Report: **Q2 2023/24**



## Customer Service

**85%**  customer satisfaction with the Customer Service Centre  
**Up 2% from last quarter**

**59%**  of enquiries responded to on time  
**Down 2% from last quarter**

**5.7**  average of 5.7 days to answer letters  
**3.6 days slower than last quarter**

**6.2** average of 6.2 days to answer emails  
**1.3 days slower than last quarter**



## Homes

**84%** customer satisfaction with responsive repairs  
**Up 1% from last quarter**

**79%** of appointments kept  
**Down 7% from last quarter**



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



**100%** of properties with a valid fire risk assessment

## Complaints

**98%** **Target 95%**  
 Formal complaints acknowledged on time

**43%** **Target 60%**  
 Customer satisfaction with complaint handling

**71%** **Target 90%**  
 Formal complaints responded to on time



## Anti-social behaviour

**62%** Customer satisfaction with case handling  
**Target 60%**