



# How we're doing

**Performance between  
April and December 2025**

We listen to your feedback and track how our services are performing so we can keep improving and make your experience even better. See how we're doing.



# Repairs



We attended to

**98.87%**

of emergency repairs  
within 24 hours

↑ That's 0.28% more than  
the previous quarter

We kept

**97.95%**

of repair appointments

↓ That's 0.02% less than  
the previous quarter

Average satisfaction  
score with our repairs  
service

★★★★★

**4.49/5**

- That's the same as  
the previous quarter

We completed

**84.62%**

of non-emergency repairs  
within 25 working days

↑ That's 2.35% more than  
the previous quarter

# Safety compliance

**99.9%**

of Gas Safety Checks  
(LGSR) are complete

- That's the same as the  
previous quarter

**99.9%**

of Electrical Safety  
Checks (EICR) are  
complete

- That's the same as the  
previous quarter

**99.9%**

of Fire Safety Checks  
(FRA) are complete

↑ That's 1% more than  
the previous quarter



# Customer Experience Centre



We answered

**191,759**

of your calls

Average satisfaction score with calls relating to repair bookings

**★★★★★**

**4.68/5**

- That's the same as the previous quarter

Average call wait time

**3m**

↓ That's 36 seconds slower than the previous quarter

# Complaints

Average satisfaction score with our complaint handling

**★★★**

**2.65/5**

↑ That's 0.07 more than the previous quarter

We received

**2,223**

stage 1 complaints

↑ That's 37.9% less than the same period last year

We received

**251**

stage 2 complaints

↑ That's 13.6% less than the same period last year



# Antisocial behaviour (ASB)

We have opened

**476**

ASB cases

Average satisfaction score with ASB enquiries

 5

**4.26/5**

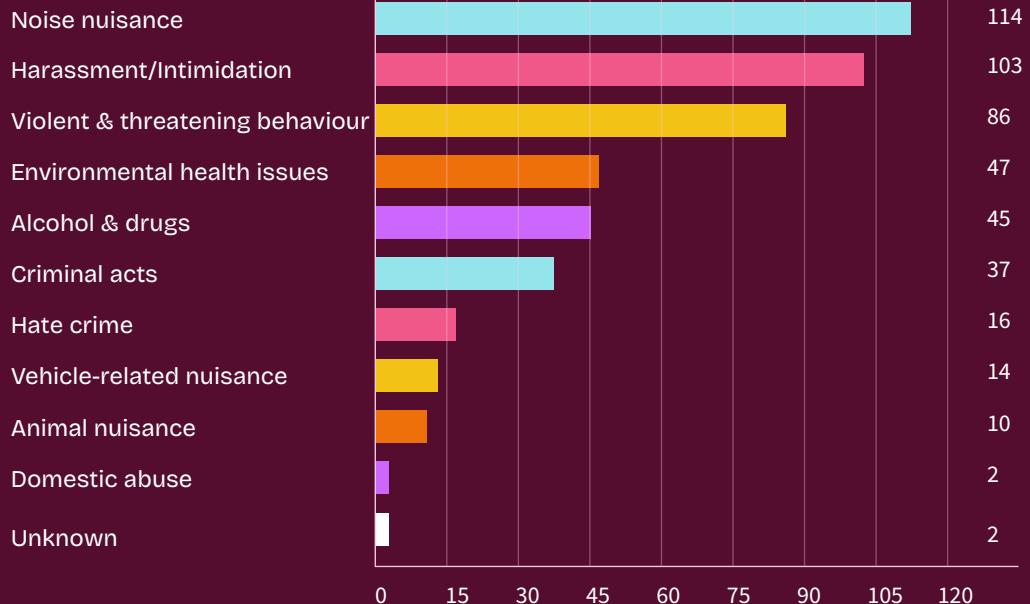
↑ That's 0.06 more than the previous quarter

Average satisfaction score with ASB case handling

 4

**2.96/5**

↓ That's 0.31 less than the previous quarter



**Customer Performance Insights**

How we are performing

Covers April 2025 - December 2025

