



# 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

Average satisfaction  
score with our repairs  
service



**4.49/5**

- That's the same as  
the previous quarter

We kept

**97.95%**

of repair appointments

↓ That's 0.02% less than  
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



**4.26/5**

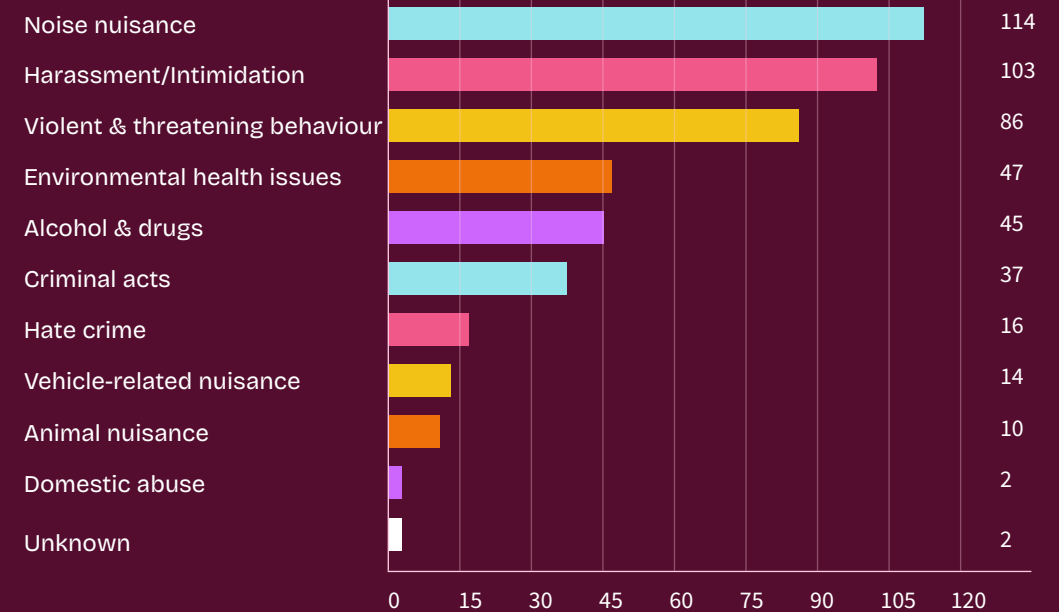
↑ That's 0.06 more than  
the previous quarter

Average satisfaction  
score with ASB case  
handling



**2.96/5**

↓ That's 0.31 less than  
the previous quarter



**Customer Performance Insights**  
How we are performing  
Covers April 2025 - December 2025