

## Repairs completed on time

% of individual repairs completed on time

**99.82%**

**Target: 95%**



## Gas Supply

% of rented dwellings with Gas supply, with CP12 under 1 year old

**99.88%**



## How quickly we reply to your emails, letters and online forms

Standard correspondence answered in under 10 working days

**184 out of 188**

**97.87%**



Complaints answered in under 10 working days

**5 out of 5**

**100%**



**Target: 96%**

## Resident Satisfaction with Repairs

Resident Satisfaction with repairs **99.29%**

**Target 75%**

Calculated using resident responses from telephone surveys, Operative's PDAs and returned satisfaction cards.

\*\*Maximum 75% achievable for PDA's and Maximum 25% for Telephone Surveys.

## Checking the Safety of your Communal Area

**Communal Area Risk Assessments (CARAs)**

**211** carried out so far this year

**Aim: 774 by 31 March 2025**

% of CARA's completed YTD **27.26%**

