

Repairs completed on time

% of individual repairs completed on time

100%

Target: 95%



Gas Supply

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

99.82%



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

Standard correspondence answered in under 10 working days

153 out of 163

93.87%



Complaints answered in under 10 working days

3 out of 3

100%



Target: 96%

Resident Satisfaction with Repairs

Resident Satisfaction with repairs **100%**
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)

774 carried out so far this year

Aim: 774 by 31 March 2025

% of CARA's completed YTD **100%**

