

Q4 - 2023/24 Key Performance Indicators

Your Home

Satisfaction with most recent repair

90.9%

Target:
88.0%

Emergency repairs completed on target

93.0%

Target:
97.0%

Average days taken to complete a responsive repair

19.4

Target:
22.0

Routine repairs completed on target

77.4%

Target:
94.0%

Housing and Complaints

Scheduled caretaking and grounds jobs completed

96.6%

Target:
95.0%

Formal stage 1 complaints received

191

Complaints escalated from stage 1

21

Current rent arrears as a % of rent due

2.09%

Target:
2.25%

Complainants satisfied with complaint handling

88.9%

Target:
75.0%

Percentage of complaints responded to within target

90.1%

Target:
83.0%

Average number of days to relet void property

23.1

Target:
25.0

ASB satisfaction with case handling

83.8%

Target:
80.0%

Customer Contact

Percentage of calls answered

84.1%

Target:
82.0%

Percentage of calls dealt with at point of contact

77.2%

Target:
80.0%

Percentage of repairs logged via the portal

18.7%

Target:
51.0%