

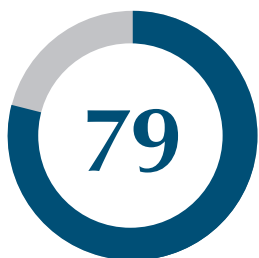
# How we're doing August 2023

## Customer experience

Average call wait times (minutes)



Calls answered within two minutes (%)



Digital contacts responded to within two days (%)



Callbacks responded to within four days (%)



Customers using digital services (%)



Customer assessed first call resolution (%)



## Repairs

Number of repairs completed

1375

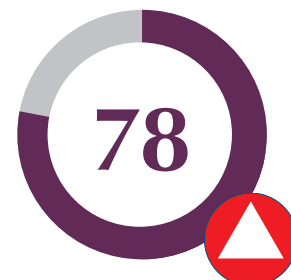
Number of repairs completed on time

1121

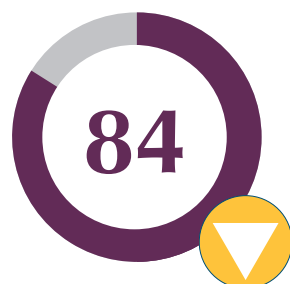
Emergency repairs completed within target (%)



Non-emergency repairs completed within target (%)



Customer assessed repairs completed right first time (%)



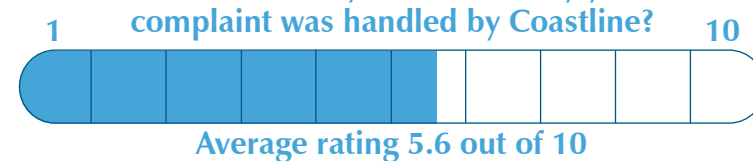
Appointments kept as a % of appointments made



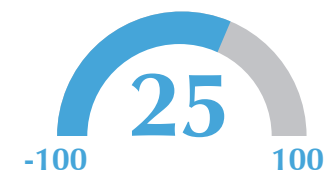
## Feedback focus

### Anti social behaviour customer feedback

Overall how would you rate the way your ASB complaint was handled by Coastline?



Considering your complete experience with Coastline, how likely would you be to recommend our service to family or friends?



Option	Responses	Percentage
Promoter	5	63%
Passive	0	0%
Detractor	3	38%

#### Our customers said:

"After 25 years with Coastline I believe they must be among the best social housing in the country. The staff are always helpful and polite. I particularly commend Lyndsay Barrett. She is direct when she has to be, but extremely patient and caring. So top marks from me... thank you."

"It was dealt with very quickly and professionally and the outcome was satisfaction all round."