

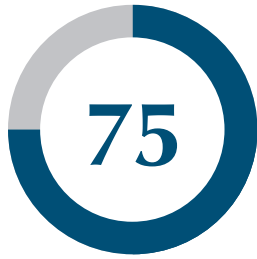
How we're doing February 2024

Customer experience

Average call wait times (minutes)



Calls answered within two minutes (%)



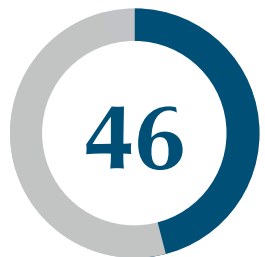
Digital contacts responded to within two days (%)



Callbacks responded to within four days (%)



Customers using digital services (%)



Customer assessed first call resolution (%)



Repairs

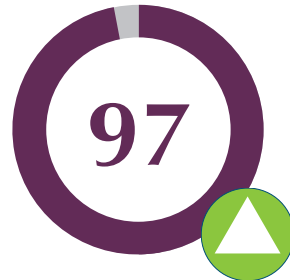
Number of repairs completed

1559

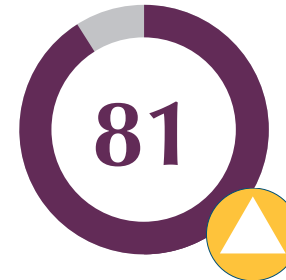
Number of repairs completed on time

1290

Emergency repairs completed within target (%)



Non-emergency repairs completed within target (%)



Customer assessed repairs completed right first time (%)



Number of no access visits

72



Feedback focus

Lettings customer feedback

How would you rate the overall lettings process?



How likely would you be to recommend our service to family or friends?



Option	Responses	Percentage
Promoter	6	100%
Passive	0	0%
Detractor	0	0%

Our customers said:

"Great staff warm and friendly. Very helpful and informative."

"Excellent, first point of contact always helpful and friendly on the telephone. Lettings team first class"

"Very good service, friendly staff etc."