How we're doing Sept 2023

platform housing group

Overall Customer Satisfaction
77.9%
Target: 75%

% of repairs completed right first time
89.97%
Target: 85%

Repairs Customer Satisfaction
87.0%
Target: 92%

Number of Customer Contacts received
29487

% complaints responded to within 10 working days
77.9%
Target: 95%

Number of Formal complaints raised
174

Gas Servicing Compliance
99.92%
Target: 100%

Calls answered
76%
Target: 85%

% of emergency repairs completed within 24hrs
96.09%
Target: 99.5%

New homes delivered (Year to date)
480
Target: 727

Number of Empty Homes month end
448
Target: 354

Average Call waiting time
9mins37secs