



Customer Care Charter

Quarter 1 2025/26

Customer Experience Team

Customer Care Charter Performance Indicators

Quarter 1 2025/26

Key Performance Indicator	Quarter 1 2024/25	Quarter 2 2024/25	Quarter 3 2024/25	Quarter 4 2024/25	Quarter 1 2025/26	Target		Trend
% of emergency repair jobs completed within 24 hours	100%	100%	100%	100%	100%	99%	✓	▬
% of ASB cases responded to within 24 hours	100%	100%	100%	100%	100%	100%	✓	▬
Overall satisfaction with services	90.4%	88.8%	91.2%	90.5%	89.8%	93%	⚠	↓
% of enquiries responded to within 48 hours *	93%	95%	98%	96%	98%	100%	⚠	↑
% of calls resolved at 1st point of contact	93.4%	93.5%	94.3%	94.9%	91.3%	86%	✓	↓

* Please note, this data is for April 2025 only due to the reports being upgraded. It will be fully updated by the Qtr. 2 2025/26 report.

Overall satisfaction with services

Overall Customer Satisfaction for Quarter One of 2025/26 is 89.8% against a target of 93%. This is a decrease when compared to the Quarter Four performance of 90.5%.

A summary of Transactional surveys, detailing number of surveys completed and performance against service area is detailed below:

- Day to Day Repairs: 90.4% against a 95% target, based on 209 surveys.
- Home Improvement: 88.9% against a 95%, based on 81 surveys.
- Cleaning Services: 73.0% against a 80% target, based on 122 surveys.

- Complaint Feedback: 71.0% against a 75% target, based on 62 surveys.
- New Tenant: 91.0% against a 95% target, based on 67 surveys.

% of emergency repair jobs completed within 24 hours

During Quarter One, 100% of the emergency repairs which were raised had been completed within 24 hours.

% of enquiries responded to in 48 hours

Please note, this data is for April 2025, due to changeover in the systems being used to record this data. Quarter One performance will be fully updated by the next report. During this period, enquiries totalled 1,246, with 1,217 on target. This has resulted in 97.7% of enquiries being responded to within target times.

A breakdown of performance by team is below:

- Customer Service Centre - 100%.
- Neighbourhood Services - 97.5%.
- Community Safety - 93.3%.
- Independent Living - 98.5%.
- Customer Access / PPP Admin - 97.7%.
- Repairs & Maintenance - 100%.
- Compliance - 100%.
- Investment - 93.3%.

% of ASB cases responded to within 24 hours

During Quarter One, 100% of new cases were responded to within 24 hours (102/102). This maintains the high level of performance from the previous quarters.

% of calls resolved at 1st point of contact

Performance was 91.3% at the end of Quarter One, exceeding the target. This is a decrease in performance compared to Quarter Four of 2024/25, when performance was at 94.9%.