












## Customer Care Charter

Quarter 2 2025/26

Customer Experience Team

# Customer Care Charter Performance Indicators

## Quarter 2 2025/26

Key Performance Indicator	Quarter 2 2024/25	Quarter 3 2024/25	Quarter 4 2024/25	Quarter 1 2025/26	Quarter 2 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	88.8%	91.2%	90.5%	89.8%	89.9%	93%		
% of enquiries responded to within 48 hours *	95%	98%	96%	-	-	100%	-	
% of calls resolved at 1st point of contact	93.5%	94.3%	94.9%	91.3%	84.9%	86%		

\* Please note, this data is currently unavailable due to the reports being upgraded. It will be fully updated by the Qtr. 3 2025/26 report.

### Overall satisfaction with services

Overall Customer Satisfaction for Quarter Two of 2025/26 is 89.9% against a target of 93%. This is a slight increase when compared to the Quarter One performance of 89.8%.

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

- Day to Day Repairs: 91.1% against a 95% target, based on 270 surveys. Year to date satisfaction is 90.8%.
- Gas Repair: 93.2% against a 95% target, based on 118 surveys. Year to date satisfaction is 95.3%.
- Aids & Adaptations: 93.7% against a 95% target, based on 79 surveys. Year to date satisfaction is 95.8%.

- Cleaning Services: 74.4% against an 80% target, based on 117 surveys. Year to date satisfaction is 73.6%.
- Complaint Feedback: 74.3% against a 75% target, based on 70 surveys. Year to date satisfaction is 72.7%.
- New Tenant: 94.7% against a 95% target, based on 57 surveys. Year to date satisfaction is 92.7%.

### **% of emergency repair jobs completed within 24 hours**

A total of 3,989 emergency repairs completed in Quarter Two, with 100.00% completed within the target timescale.

### **% of enquiries responded to in 48 hours**

Reporting has been postponed since the new NEC Housing management system was implemented in April. The Sovini IT Team have developed a new report to enable accurate reporting for this PI, and this will be implemented in Quarter Three of 2025/26.p

### **% of ASB cases responded to within 24 hours**

113 of 113 new cases were responded to within 24 hours in Q2 for 2025 - 100%. Maintaining high level performance for this quarter.

### **% of calls resolved at 1st point of contact**

Performance was 84.9% at the end of Quarter Two, exceeding the target. This is a decrease in performance compared to Quarter One of 2025/26, when performance was at 91.3%.