



Customer Care Charter

Quarter 3 2025/26

Customer Experience Team

Customer Care Charter Performance Indicators

Quarter 3 2025/26

| Key Performance Indicator | Quarter 3 2024/25 | Quarter 4 2024/25 | Quarter 1 2025/26 | Quarter 2 2025/26 | Quarter 3 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% |  |
| % of calls resolved at 1st point of contact | 94.3% | 94.9% | 91.3% | 84.9% | 86.8% | 86% |  |
| Overall satisfaction with services | 91.2% | 90.5% | 89.8% | 89.9% | 90.2% | 93% |   |

% of emergency repair jobs completed within 24 hours

A total of 5,072 emergency repairs completed in Quarter 3, with 100.00% completed within the target timescale.

% of ASB cases responded to within 24 hours

95 out of 95 new cases were responded to within 24 hours in Quarter 3 of 2025/26, resulting in a performance of 100%. This is maintaining the high level performance for the year to date.

% of calls resolved at 1st point of contact

Performance was 86.8% at the end of Quarter 3, exceeding the target of 86%. This is an increase in performance compared to Quarter 2 of 2025/26, when performance was at 84.9%.

Overall satisfaction with services

Overall Customer Satisfaction for Quarter 3 of 2025/26 is 90.2% against a target of 93%. This is a slight increase when compared to the Quarter 2 performance of 89.9%.

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

- Day to Day Repairs: 89.3% against a 95% target, based on 150 surveys. Year to date satisfaction is 90.5%.
- Gas Repair: 94.9% against a 95% target, based on 118 surveys. Year to date satisfaction is 95.2%.
- Home Improvement: 93.3% against a 95% target, based on 90 surveys. Year to date satisfaction is 93.5%.
- Cleaning Services: 79.5% against an 80% target, based on 122 surveys. Year to date satisfaction is 75.6%.
- ASB: 84.6% against an 90% target, based on 39 surveys. Year to date satisfaction is 90.7%.
- Complaint Feedback: 63.8% against a 75% target, based on 58 surveys. Year to date satisfaction is 70.0%.

% of enquiries responded to in 48 hours

Since our new Housing Management system went live in April 2026, we've updated how our Customer Relationship Management (CRM) process works. Our teams have been working closely with our supplier, NEC, to make improvements that help us collect the information we need to track and complete customer tasks.

Our IT Team has created a new report that gives us better insight into this information. We've now refined both the process and the report, and staff have received extra training and support to help them use the new system confidently.

We'll share updates in the next report, which will include our Quarter Four performance.