



# Customer Commitments

Quarterly Report: **Q4 2024/25**

## Customer Service

**89%**  customer satisfaction with the Customer Service Centre  
**Up 0.9% from last quarter**

**70%**  of enquiries responded to on time  
**Down 2% from last quarter**

**3**  average days to answer letters  
**2 days slower than last quarter**

**4.2** average days to answer emails  
**0.8 days faster than last quarter**



## Homes

**83%** customer satisfaction with responsive repairs  
**Up 2% from last quarter**

**80%** of appointments kept  
**Up 15% from last quarter**



**99.8%** of properties with a valid gas safety record  
**Same as last quarter**



**99.5%** of properties with a valid fire risk assessment

## Complaints

**99%** **Target 95%**  
Formal complaints acknowledged on time

**72%** **Target 60%**  
Customer satisfaction with complaint handling

**97%** **Target 90%**  
Formal complaints responded to on time



## Anti-social behaviour

**49%** Customer satisfaction with case handling  
**Target 60%**