

Customer service

Your home

Moving in

Local communities

35 number of complaints and



93%
resolved at stage 1

98%

of repairs completed within target timescales



Average number of days taken to re-let a property

24



Number of customer involvements including number of **Local Action Groups (LAGs)**

3,686



32,596

number of calls answered by call centres



98%

of repairs fixed at first visit



100%

of Help to Buy customers satisfied with service



100%

of scheme inspections completed within target timescale



100%

percentage of callbacks returned within target timescale



86%

customers satisfied with their last repair



226

number of lettings



37

number of new **antisocial behaviour cases** reported

All targets have been met for each of the categories above.

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Holding properties to allow decanted customers enough time to relocate to new home.

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