



# Service Expectations

Performance April 2024 to March 2025

## Your Voice

### Expectation

We will resolve complaints within ten working days

We will ensure you are satisfied with the handling of your complaint

We will answer phone calls promptly

We will respond to emails and webchats promptly

### Performance

**99.1% (Stage 1 complaint)**

**56% (TSM TP09)**

**94%** calls answered

**87%** of emails responded to in 24 hours and **98%** of webchats responded to in 5 minutes

## Your Home

### Expectation

We will complete or make safe emergency repairs within 24 hours

We will get your repair right first time

We will ensure customers' homes are safe

We will complete repairs on time

### Performance

**98.6%**

**93.2%**

**100%**

**82.2%**

## Your Neighbourhood

### Expectation

We will ensure your neighbourhood is clean, tidy and well kept

We will make sure you are satisfied with the grounds maintenance service

We will resolve your ASB case in a timely manner

We will ensure you are satisfied with the handling of your ASB case

### Performance

**99.16%**

**81.9%**

An average of **47 days** to resolve a case

**85.4%**