



Customer and Performance Committee

Customer Feedback Q2 25/26

St Leger Homes - Providing homes in neighbourhoods where people are proud to live

Executive Summary – Service Standards Q2 Performance 25/26

Arrows denote direction of travel compared to Q1 25/26



Cumulative Performance

Green = In Target
Amber = In tolerance
Red = Not in Target

	24/25 Outturn	Target	Q1 Performance	Q2 Performance
% of customers satisfied with condition of property.	Not available	95%	79.63%	73.61%
Written enquiries, complaints/ compliments within 10 working days	99.12%	95%	98.71%	99.57%
Customers, whose ASB was closed during the quarter, satisfied with the way their anti-social behaviour complaint was handled.	80.25%	60%	91%	86.5%
High risk neighbour disputes, tenancy breaches or anti-social behaviour within 1-day	94.34%	90%	92.97%	95.19%
% of policies (customer facing) that required consultation with the One Voice Forum.	100%	100%	100%	100%
Repairs appointments made and kept	95.22%	98%	95.39%	94.57%
% of customers who thought staff and contractors were polite and respectful	89.25%	98%	90.20%	90.43%

Cumulative Performance

Green = In Target
Amber = In tolerance
Red = Not in Target

	Outturn 24/25	Target	Q1 Performance	Q2 Performance
Medium neighbour disputes, tenancy breaches or anti-social behaviour within, 3 days	86.52%	95%	93.86%	97.89%
Referrals to our tenancy support team and undertake an assessment of need.	14.49 days	12 days	17.7 days	31.2 days
% of tenants satisfied with the most recent responsive repair carried out on their property (transactional)	74.99%	88%	78.06%	77.89%
% satisfied that the person they spoke to had the knowledge or information to resolve a call at the first point of contact.	74.29%	88%	78.29%	78.68%
Calls answered within 150 seconds.	83.64%	90%	92.34%	90.25%
Damp and mould inspections raised during the quarter, completed in target.	-	TBD	TBD	TBD
% of complaints about broken promises	5.98%	None	11.6%	10%

Learning from feedback Q2 25/26

By the end of autumn 2025, we will have established a pledge of service delivery standards for trade staff, and inspectors, within Property Services.

We will deliver refreshed Customer Excellence Training for Trade staff by the end of 25/26.

We are strengthening our procedures for raising follow-on repair works and continuously reviewing our repair services to optimise resources. This is an on-going process with a series of actions led by the One Repairs Project Board.

We are carrying out an analysis of why customers are not satisfied with the condition of their new properties and using this information to inform the review of voids and the lettable standard. Changes to stores deliveries have been made and we are investigating better use of Total Mobile. Actions should be implemented by end March 2026.

By the end of the calendar year, we will have delivered refresher training to all Complaint Service Investigating Officers. Training commenced November 2025 and focuses on communication, quality of response and learning from complaints.