

How we're performing: Customer Scorecard

Quarter 2 – July – September 2025

These are the measures customers have asked us to report to them on.

The Housing Customer Partnership meets each quarter to review this information and ask questions about Advance's performance. This, along with customer feedback, helps them to make recommendations to Advance's managers and Board about what should be changed or improved.

A. What Customers think

The figures show the proportion of customers who said they were satisfied or very satisfied.

Customer Measure (link to TSM)	Target	Current*	Q1	Survey (2024-25)	Comment
Satisfaction with most recent repair (TP02)	80%	100%	87.5%	81%	<i>Current: This is based on a small number of returns. Further surveys due to be sent.</i>
Satisfaction with handling complaints (TP09)	55%	50%	N/A	53%	<i>Current: This is based on a small number of returns. Further surveys due to be sent.</i>

*this is either the figure for the quarter or the most recent month's performance if full quarter not yet available.

B. Performance – Customer Experience

Customer Measure (link to TSM)	Target	Current	Q1	Annual (2024-25)	
Average time taken to answer calls	<5 mins	4.39	6.26	N/A	Sustained improvement in this area over the past six months.
Proportion of customers who have received their annual Housing Officer visit	90%	71%	67%	N/A	Improved this quarter. Issues have been due to sickness and performance in certain areas. Performance is 90% in Midlands.
Complaints (CH02)					
Complaints responded to within timescales – STAGE 1 TENANTS	100%	83%	84%	70.3%	
STAGE 2 TENANTS	100%	100%	100%	100%	
STAGE 1 SHARED OWNERS	100%	81.5%	58.3%		
STAGE 2 SHARED OWNERS	100%	33%	100%		This represents two out of three cases.
Anti Social Behaviour					
Anti-social behaviour (ASB) cases opened (NM01)	No target	23	1		Increase due to improved recording.

C. Performance – Repairs and Maintenance

Customer Measure (link to TSM)	Target	Current	Q1	Annual 2024-25	Comment
Homes that <i>do not</i> meet the Decent Homes Standard (RP01)	0	2	2	2	At the start of the year, 2 properties did not meet Decent Homes. 1 because of access issues and one awaiting a revised EPC. New figure available from 15 th October.
Proportion of non-emergency responsive repairs completed within timescales (RP02)	98%	96.1%	96.6	93.2%	Although not quite hitting target, this is strong performance
Proportion of emergency repairs completed within target timescales (RP02)	92%	98.5	97.3%	97%	Above target but detailed work to look at this is underway following HCP customer comments about what we mean by 'in time'
Landlord Health and Safety					
Percentage Gas safety checks carried out on properties that require them (BS01)	100%	99.4%	98.8	99%	
Fire safety checks carried out on properties that require them (BS02)	100%	100%	100%	100%	
Asbestos safety checks carried out on properties that require them (BS03)	100%	100%	100%	100%	
Water safety checks carried out on properties that require them (BS04)	100%	88%	100%	95.9%	Some reports with Severn Trent quality control. Escalated to contract manager.
Lift safety checks carried out on properties that require them (BS05)	100%	100%	100%	100%	

