

How we're performing: Customer Scorecard

Quarter 3: October - December 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 | Q3* | Q2 | Comment |
|--|--------|---------------------------------|-------|---|
| Satisfaction with most recent repair (TP02) | 80% | Not currently being done | 87.5% | <i>We need to find a new way to do these surveys as the text messaging provider we were using has changed. This is a priority for this quarter.</i> |
| Satisfaction with handling complaints (TP09) | 55% | Not currently being done | | <i>We need to find a new way to do these surveys as the text messaging provider we were using has changed. This is a priority for this quarter.</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 | Q2 | |
|--|-----------|------------------|-----------|--|
| Average time taken to answer calls | <5 mins | 5.75 mins | 4.67 mins | Higher volume of calls during winter months. |
| Proportion of customers who have received their annual Housing Officer visit | 90% | 81.5% | 72% | Continuing to improve towards target. |
| Complaints (CH02) | | | | |
| Complaints responded to within timescales – STAGE 1 TENANTS | 100% | 82% | 85% | |
| STAGE 2 TENANTS | 100% | - | 100% | No Stage 2 complaints due a response this quarter. |
| STAGE 1 SHARED OWNERS | 100% | 79% | 86% | Small numbers of cases means performance is heavily effected if one or two cases are late. |
| STAGE 2 SHARED OWNERS | 100% | 100% | 33% | |
| Anti Social Behaviour | | | | |
| Anti-social behaviour (ASB) cases opened (NM01) | No target | 33 | 37 | Similar to last quarter. Increased since beginning of year due to improved recording. |

C. Performance – Repairs and Maintenance

| Customer Measure (link to TSM) | Target | Current | Q1 | Comment |
|---|--------|---------|-------|--|
| Homes that <i>do not</i> meet the Decent Homes Standard (RP01) | 0 | | 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% | 96% | Work is happening to look at the number of jobs in progress with contractors to help give this context. |
| Proportion of emergency repairs completed within target timescales (RP02) | 92% | 99% | 95% | |
| Landlord Health and Safety | | | | |
| Percentage Gas safety checks carried out on properties that require them (BS01) | 100% | 99.3% | 99.3% | Although 100% is the target, we tend to be slightly below – usually because one or two checks are due/ in progress. This is monitored closely. |
| Fire safety checks carried out on properties that require them (BS02) | 100% | 100% | 100% | |
| Asbestos safety checks carried out on properties that require them (BS03) | 100% | 100% | 100% | |
| Water safety checks carried out on properties that require them (BS04) | 100% | 100% | 95.4% | Some reports with Severn Trent quality control. Escalated to contract manager. |
| Lift safety checks carried out on properties that require them | 100% | 100% | 100% | |

| | | | | |
|---|------|--------------|-----|--|
| (BS05) | | | | |
| Proportion of Electrical certificates in place where required | 100% | 96.5% | 96% | |