

Our performance in 2024/25



How we did Percentage (%) of Customers*

On The Phone

Answer your call within 20 seconds; (Source: Telephony Management Reports)	88% Customer Service Units	98% Switchboard
Be polite and easy to understand; (Source: CTOS**)	98% Polite	98% Easy to understand

In Our Local Offices

Our staff will be polite and easy to understand; (Source: CTOS**)	97% Polite	97% Easy to understand
We will aim to see you within 15 minutes whenever you visit a local office. (Source: CTOS**)		91%

In Your Home

Provide you with a high quality home visit service. (Source: CTOS**)	82%
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When You Request Information

We will answer Freedom of Information requests within the 20 working day deadline; (Source: FOI Performance Report)	93%
We will respond to Data Subject Requests within one calendar month. (Source: Data Protection Annual Performance Report)	88%

Making A Complaint

We will answer first stage complaints within 10 working days; (Source: Complaints Management System***)	37%
We will answer final stage complaints within 20 working days. (Source: Complaints Management System****)	12%

Communication Support

Provide communication support in the office or on the telephone on request. (Source: Communication Support Usage Report)	Number of phone interpreting calls facilitated 18,585	Number of audio conversions 0	Number of braille translations 4
	Number of face to face interpreting sessions 93	Number of large print translations 23	(Source: Communication Support Usage Report)

*All Performance Targets are 100% unless otherwise stated

** CTOS is the Continuous Tenant Omnibus Survey which is carried out annually on our tenants.

*** This is a decrease from performance in 2023/24 which was 60%. It should be noted that the Housing Executive moved to a new complaints handling system in 2024/25 and this, at least in part, contributed to the decrease in performance.

**** Improvements to our complaints handling arrangements have been implemented this year and we expect these to be reflected positively in performance for 2025/26 for both first and second stage complaints.

