

# How we're doing Apr 2023



Overall Customer Satisfaction

**67.0%**  
Target: 75%



% of repairs completed right first time

**90.0%**  
Target: 85%



Repairs Customer Satisfaction

**89.0%**  
Target: 92%



Number of Customer Contacts received

**34229**



% complaints responded to within 10 working days

Data Unavailable



Number of Formal complaints raised

Data Unavailable



Gas Servicing Compliance

**99.96%**  
Target: 100%



Calls answered

**59.4%**  
Target: 85%



% of emergency repairs completed within 24hrs

**95.48%**  
Target: 99.5%



New homes delivered (Year to date)

**48**  
Target: 58



Number of Empty Homes month end

**426**  
Target: 400



Average Call waiting time

**16mins20secs**