

How we're doing May 2023



Overall Customer Satisfaction

75.0%
Target: 75%



% of repairs completed right first time

88.26%
Target: 85%



Repairs Customer Satisfaction

86.0%
Target: 92%



Number of Customer Contacts received

30557



% complaints responded to within 10 working days

52.6%
Target: 80%



Number of Formal complaints raised

95



Gas Servicing Compliance

99.91%
Target: 100%



Calls answered

60.2%
Target: 85%



% of emergency repairs completed within 24hrs

90.81%
Target: 99.5%



New homes delivered (Year to date)

143
Target: 159



Number of Empty Homes month end

416
Target: 400



Average Call waiting time

16mins2secs