

# How we're doing Aug 2023



Overall Customer Satisfaction

**77.8%**  
Target: 75%



% of repairs completed right first time

**89.65%**  
Target: 85%



Repairs Customer Satisfaction

**85.0%**  
Target: 92%



Number of Customer Contacts received

**27803**



% complaints responded to within 10 working days

**55.4%**  
Target: 95%



Number of Formal complaints raised

**202**



Gas Servicing Compliance

**99.80%**  
Target: 100%



Calls answered

**78%**  
Target: 85%



% of emergency repairs completed within 24hrs

**95.20%**  
Target: 99.5%



New homes delivered (Year to date)

**421**  
Target: 513



Number of Empty Homes month end

**434**  
Target: 344



Average Call waiting time

**10mins14secs**