

How we're doing Oct 2023



Overall Customer Satisfaction

75.3%
Target: 75%



% of repairs completed right first time

91.15%
Target: 85%



Repairs Customer Satisfaction

86.8%
Target: 92%



Number of Customer Contacts received

38251



% complaints responded to within 10 working days

80.7%
Target: 95%



Number of Formal complaints raised

248



Gas Servicing Compliance

99.98%
Target: 100%



Calls answered

68%
Target: 85%



% of emergency repairs completed within 24hrs

94.97%
Target: 99.5%



New homes delivered (Year to date)

584
Target: 854



Number of Empty Homes month end

485
Target: 355



Average Call waiting time

15mins28secs