

How we're doing Feb 2024



Overall Customer Satisfaction

70.2%
Target: 75%



% of repairs completed right first time

91.70%
Target: 85%



Repairs Customer Satisfaction

84.72%
Target: 92%



Number of Customer Contacts received

39013



% complaints responded to within 10 working days

94.9%
Target: 95%



Number of Formal complaints raised

287



Gas Servicing Compliance

99.99%
Target: 100%



Calls answered

75.09%
Target: 85%



% of emergency repairs completed within 24hrs

95.70%
Target: 99.5%



New homes delivered (Year to date)

987
Target: 1270



Number of Empty Homes month end

419
Target: 361



Average Call waiting time

12mins29secs