

# How we're doing Dec 2023



Overall Customer Satisfaction

**72.1%**  
Target: 75%



% of repairs completed right first time

**92.81%**  
Target: 85%



Repairs Customer Satisfaction

**88.4%**  
Target: 92%



Number of Customer Contacts received

**25798**



% complaints responded to within 10 working days

**88.04%**  
Target: 95%



Number of Formal complaints raised

**160**



Gas Servicing Compliance

**100.00%**  
Target: 100%



Calls answered

**88.23%**  
Target: 85%



% of emergency repairs completed within 24hrs

**96.40%**  
Target: 99.5%



New homes delivered (Year to date)

**836**  
Target: 1088



Number of Empty Homes month end

**494**  
Target: 398



Average Call waiting time

**9mins27secs**