

How we're doing Mar 2023



Overall Customer Satisfaction

67.0%
Target: 75%



% of repairs completed right first time

90.0%
Target: 85%



Repairs Customer Satisfaction

89.0%
Target: 92%



Number of Customer Contacts received

34229



% complaints responded to within 10 working days

Data Unavailable



Number of Formal complaints raised

Data Unavailable



Gas Servicing Compliance

99.96%
Target: 100%



Calls answered

59.4%
Target: 85%



% of emergency repairs completed within 24hrs

95.48%
Target: 99.5%



New homes delivered (Year to date)

48
Target: 58



Number of Empty Homes month end

426
Target: 400



Average Call waiting time

16mins20secs