

How we're doing June 2023



Overall Customer Satisfaction

76.9%
Target: 75%



% of repairs completed right first time

88.84%
Target: 85%



Repairs Customer Satisfaction

86.4%
Target: 92%



Number of Customer Contacts received

33602



% complaints responded to within 10 working days

54.7%
Target: 80%



Number of Formal complaints raised

132



Gas Servicing Compliance

99.91%
Target: 100%



Calls answered

68.0%
Target: 85%



% of emergency repairs completed within 24hrs

92.03%
Target: 99.5%



New homes delivered (Year to date)

289
Target: 253



Number of Empty Homes month end

409
Target: 431



Average Call waiting time

12mins38secs