

# How we're doing Jan 2024



Overall Customer Satisfaction

**76.3%**  
Target: 75%



% of repairs completed right first time

**92.10%**  
Target: 85%



Repairs Customer Satisfaction

**87.3%**  
Target: 92%



Number of Customer Contacts received

**46663**



% complaints responded to within 10 working days

**90.4%**  
Target: 95%



Number of Formal complaints raised

**280**



Gas Servicing Compliance

**99.99%**  
Target: 100%



Calls answered

**71.12%**  
Target: 85%



% of emergency repairs completed within 24hrs

**94.6%**  
Target: 99.5%



New homes delivered (Year to date)

**911**  
Target: 1170



Number of Empty Homes month end

**438**  
Target: 369



Average Call waiting time

**15mins57secs**