

How we're doing Mar 2024



Overall Customer Satisfaction

61.8%
Target: 75%



% of repairs completed right first time

91.51%
Target: 85%



Repairs Customer Satisfaction

76.09%
Target: 92%



Number of Customer Contacts received

35806



% complaints responded to within 10 working days

86.0%
Target: 95%



Number of Formal complaints raised

260



Gas Servicing Compliance

99.97%
Target: 100%



Calls answered

90.73%
Target: 85%



% of emergency repairs completed within 24hrs

94.06%
Target: 99.5%



New homes delivered (Year to date)

1202
Target: 1328



Number of Empty Homes month end

394
Target: 370



Average Call waiting time

2mins56secs