

How we're doing Nov 2023



Overall Customer Satisfaction

78.1%
Target: 75%



% of repairs completed right first time

91.53%
Target: 85%



Repairs Customer Satisfaction

87.1%
Target: 92%



Number of Customer Contacts received

38176



% complaints responded to within 10 working days

84.3%
Target: 95%



Number of Formal complaints raised

261



Gas Servicing Compliance

99.99%
Target: 100%



Calls answered

72%
Target: 85%



% of emergency repairs completed within 24hrs

96.40%
Target: 99.5%



New homes delivered (Year to date)

707
Target: 1009



Number of Empty Homes month end

457
Target: 333



Average Call waiting time

12mins4secs