

How we're doing

Oct 2024



Overall Customer Satisfaction

80.3%
Target: 76%



% of repairs completed right first time

90.2%
Target: 85%



Repairs Customer Satisfaction

90.9%
Target: 92%



Number of Customer Contacts received

32678



% complaints responded to within 10 working days

80.1%
Target: 95%



Number of Formal complaints raised

307



Gas Servicing Compliance

99.98%
Target: 100%



Calls answered

96.72%
Target: 85%



% of emergency repairs completed within 24hrs

96.83%
Target: 99.5%



New homes delivered (Year to date)

508

Target: 646



Number of Empty Homes month end

363

Target: 350



Average Call waiting time

1min06secs