

How we're doing Nov 2024



Overall Customer Satisfaction

81.4%
Target: 76%



% of repairs completed right first time

91.1%
Target: 85%



Repairs Customer Satisfaction

85.7%
Target: 92%



Number of Customer Contacts received

31643



% complaints responded to within 10 working days

74.9%
Target: 95%



Number of Formal complaints raised

338



Gas Servicing Compliance

99.98%
Target: 100%



Calls answered

95.87%
Target: 85%



% of emergency repairs completed within 24hrs

97.97%
Target: 99.5%



New homes delivered (Year to date)

588
Target: 832



Number of Empty Homes month end

371
Target: 350



Average Call waiting time

42secs