

# How we're doing Apr 2025



Overall Customer Satisfaction

**85.9%**  
Target: 80%



% of repairs completed right first time

**85.46%**  
Target: 85%



Repairs Customer Satisfaction

**89.6%**  
Target: 92%



Number of Customer Contacts received

**34333**



% complaints responded to within 10 working days

**81.8%**  
Target: 92%



Number of Formal complaints raised

**277**



Gas Servicing Compliance

**99.98%**  
Target: 100%



Calls answered

**94.05%**  
Target: 85%



% of emergency repairs completed within 24hrs

**97.35%**  
Target: 99.5%



New homes delivered (Year to date)

**71**  
Target: 126



Number of Empty Homes month end

**369**  
Target: 350



Average Call waiting time

**53secs**