

# How we're doing May 2025



Overall Customer Satisfaction

**85.8%**  
Target: 80%



% of repairs completed right first time

**86.25%**  
Target: 85%



Repairs Customer Satisfaction

**88.6%**  
Target: 92%



Number of Customer Contacts received

**30345**



% complaints responded to within 10 working days

**74.0%**  
Target: 92%



Number of Formal complaints raised

**225**



Gas Servicing Compliance

**99.99%**  
Target: 100%



Calls answered

**95.16%**  
Target: 85%



% of emergency repairs completed within 24hrs

**95.48%**  
Target: 99.5%



New homes delivered (Year to date)

**142**  
Target: 228



Number of Empty Homes month end

**384**  
Target: 350



Average Call waiting time

**37secs**