

How we're doing

June 2025



Overall Customer Satisfaction

84.4%
Target: 80%



% of repairs completed right first time

84.18%
Target: 85%



Repairs Customer Satisfaction

90.8%
Target: 92%



Number of Customer Contacts received

28757



% complaints responded to within 10 working days

75.5%
Target: 92%



Number of Formal complaints raised

280



Gas Servicing Compliance

99.99%
Target: 100%



Calls answered

97.40%
Target: 85%



% of emergency repairs completed within 24hrs

97.36%
Target: 99.5%



New homes delivered (Year to date)

260
Target: 355



Number of Empty Homes month end

370
Target: 350



Average Call waiting time

14secs