

How we're doing May 2024



Overall Customer Satisfaction

77.5%
Target: 76%



% of repairs completed right first time

93.31%
Target: 85%



Repairs Customer Satisfaction

84.27%
Target: 92%



Number of Customer Contacts received

40721



% complaints responded to within 10 working days

82.9%
Target: 95%



Number of Formal complaints raised

291



Gas Servicing Compliance

99.96%
Target: 100%



Calls answered

86.63%
Target: 85%



% of emergency repairs completed within 24hrs

96.78%
Target: 99.5%



New homes delivered (Year to date)

149
Target: 162



Number of Empty Homes month end

374
Target: 370



Average Call waiting time

3mins23secs