

How we're doing June 2024



Overall Customer Satisfaction

76.6%
Target: 76%



% of repairs completed right first time

91.45%
Target: 85%



Repairs Customer Satisfaction

87.4%
Target: 92%



Number of Customer Contacts received

34321



% complaints responded to within 10 working days

91.3%
Target: 95%



Number of Formal complaints raised

287



Gas Servicing Compliance

99.96%
Target: 100%



Calls answered

94.95%
Target: 85%



% of emergency repairs completed within 24hrs

98.1%
Target: 99.5%



New homes delivered (Year to date)

244
Target: 259



Number of Empty Homes month end

368
Target: 370



Average Call waiting time

1min24secs