

How we're doing Aug 2024



Overall Customer Satisfaction

78.4%
Target: 76%



% of repairs completed right first time

91.02%
Target: 85%



Repairs Customer Satisfaction

88.9%
Target: 92%



Number of Customer Contacts received

39307



% complaints responded to within 10 working days

86.3%
Target: 95%



Number of Formal complaints raised

275



Gas Servicing Compliance

99.97%
Target: 100%



Calls answered

94.71%
Target: 85%



% of emergency repairs completed within 24hrs

97.08%
Target: 99.5%



New homes delivered (Year to date)

287
Target: 372



Number of Empty Homes month end

379
Target: 350



Average Call waiting time

1min45secs