

How we're doing Aug 2024



Overall Customer Satisfaction

77.3%
Target: 76%



% of repairs completed right first time

90.82%
Target: 85%



Repairs Customer Satisfaction

90.1%
Target: 92%



Number of Customer Contacts received

27854



% complaints responded to within 10 working days

91.2%
Target: 95%



Number of Formal complaints raised

246



Gas Servicing Compliance

99.96%
Target: 100%



Calls answered

94.89%
Target: 85%



% of emergency repairs completed within 24hrs

97.15%
Target: 99.5%



New homes delivered (Year to date)

396
Target: 461



Number of Empty Homes month end

401
Target: 350



Average Call waiting time

1min55secs