

# How we're doing Sept 2024



Overall Customer Satisfaction

**79.3%**  
Target: 76%



% of repairs completed right first time

**90.25%**  
Target: 85%



Repairs Customer Satisfaction

**89.2%**  
Target: 92%



Number of Customer Contacts received

**30708**



% complaints responded to within 10 working days

**86.5%**  
Target: 95%



Number of Formal complaints raised

**280**



Gas Servicing Compliance

**99.95%**  
Target: 100%



Calls answered

**96.37%**  
Target: 85%



% of emergency repairs completed within 24hrs

**97.39%**  
Target: 99.5%



New homes delivered (Year to date)

**451**  
Target: 567



Number of Empty Homes month end

**419**  
Target: 350



Average Call waiting time

**1min24secs**