

# How we're doing Dec 2024



Overall Customer Satisfaction

**80.5%**  
Target: 76%



% of repairs completed right first time

**92.2%**  
Target: 85%



Repairs Customer Satisfaction

**88.7%**  
Target: 92%



Number of Customer Contacts received

**23816**



% complaints responded to within 10 working days

**82.8%**  
Target: 95%



Number of Formal complaints raised

**174**



Gas Servicing Compliance

**99.98%**  
Target: 100%



Calls answered

**96.89%**  
Target: 85%



% of emergency repairs completed within 24hrs

**97.00%**  
Target: 99.5%



New homes delivered (Year to date)

**732**  
Target: 903



Number of Empty Homes month end

**408**  
Target: 350



Average Call waiting time

**1min10secs**