

Performance Figures

November 2024

Repairs	 Number of completed repairs	1,223
	 Repairs completed 'right first time'	91.3%
	 Average time to complete repairs excluding emergency (working days)	32.6 days
	 Average time to complete repairs excluding emergency (calendar days)	47.2 days
	 Customer satisfaction	88.2%

Investment in homes	 Number of Damp and Mould:	
	• New cases	77
	• Completed cases	20

Customer Services	 Average call waiting time for:	
	• Customer Services	1 minute 47 seconds
	• Income	1 minute 6 seconds
	• Repairs	10 minutes 9 seconds

- Performance figures on anti-social behaviour are provided on a quarterly basis.

