

Performance Figures

October 2024

Repairs	 Number of completed repairs	1,379
	 Repairs completed 'right first time'	87.5%
	 Average time to complete repairs excluding emergency (working days)	37 days
	 Average time to complete repairs excluding emergency (calendar days)	53.6 days
	 Customer satisfaction	84.7%

Investment in homes	 Number of Damp and Mould:	
	• New cases	68
	• Completed cases	19

Customer Services	 Average call waiting time for:	
	• Customer Services	55 seconds
	• Income	1 minute 14 seconds
	• Repairs	9 minutes 13 seconds

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

