

Performance Figures

August 2024

Repairs	 Number of completed repairs	1,608
	 Repairs completed 'right first time'	93.5%
	 Average time to complete repairs excluding emergency (calendar days)	60.1 days
	 Average time to complete repairs excluding emergency (working days)	41.5 days
	 Customer satisfaction	90.6%
Investment in homes	 Number of Damp and Mould:	
	• New cases	26
	• Completed cases	36
Customer Services	 Average call waiting time for:	
	• Customer Services	51 seconds
	• Income	38 seconds
	• Repairs	10 minutes 33 seconds

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