Performance Figures
July 2024

Repairs		
🔧	Number of completed repairs	**1,387**
🔧	Repairs completed 'right first time'	**91.9%**
🔧	Average time to complete repairs excluding emergency (calendar days)	**58.2 days**
🔧	Average time to complete repairs excluding emergency (working days)	**40.2 days**
🔧	Customer satisfaction	**82.1%**

Investment in homes		
💧	Number of Damp and Mould:	
	• New cases	**32**
	• Completed cases	**51**

Customer Services		
📞	Average call waiting time for:	
	• Customer Services	**53 seconds**
	• Income	**1 minute 4 seconds**
	• Repairs	**12 minutes 24 seconds**

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