

Performance Figures **January 2025**

Repairs	 Number of completed repairs	2,025
	 Repairs completed 'right first time'	89.3%
	 Average time to complete repairs excluding emergency (working days)	37.7 days
	 Average time to complete repairs excluding emergency (calendar days)	54.6 days
	 Customer satisfaction	95.3%
Investment in homes	 Number of Damp and Mould:	
	• New cases	92
	• Completed cases	16
Customer Services	 Average call waiting time for:	
	• Customer Services	1 minute 52 seconds
	• Income	1 minute
	• Repairs (New Repairs)	14 minutes 31 seconds
	• Repairs (Follow up)	13 minutes 30 seconds

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

