

Performance Figures February 2025

Repairs	 Number of completed repairs	1,843
	 Repairs completed 'right first time'	87.6%
	 Average time to complete repairs excluding emergency (working days)	33.2 days
	 Average time to complete repairs excluding emergency (calendar days)	48.1 days
Investment in homes	 Number of Damp and Mould:	
	• New cases	98
	• Completed cases	10
Customer Services	 Average call waiting time for:	
	• Customer Services	1 minute 34 seconds
	• Income	48 seconds
	• Repairs (New Repairs)	10 minutes 6 seconds
	• Repairs (Follow up)	9 minutes 46 seconds

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

