

Performance Figures

December 2024

Repairs	 Number of completed repairs	990
	 Repairs completed 'right first time'	89.5%
	 Average time to complete repairs excluding emergency (working days)	33.1 days
	 Average time to complete repairs excluding emergency (calendar days)	48 days
	 Customer satisfaction	no surveys carried out in December
Investment in homes	 Number of Damp and Mould:	
	• New cases	42
	• Completed cases	3
Customer Services	 Average call waiting time for:	
	• Customer Services	1 minute 28 seconds
	• Income	1 minute 14 seconds
	• Repairs	9 minutes 16 seconds
Anti-Social Behaviour	 Number of anti-social behaviour cases (Oct to Dec 2024) *Performance figures on anti-social behaviour are provided on a quarterly basis.	
	• New cases	31
	• Completed cases	10