

Performance Figures

September 2024

Repairs	 Number of completed repairs	1,574
	 Repairs completed 'right first time'	86.8%
	 Average time to complete repairs excluding emergency (calendar days)	58.8 days
	 Average time to complete repairs excluding emergency (working days)	40.6 days
	 Customer satisfaction	88.2%
Investment in homes	 Number of Damp and Mould:	
	• New cases	29
	• Completed cases	15
Customer Services	 Average call waiting time for:	
	• Customer Services	31 seconds
	• Income	1 minute 16 seconds
	• Repairs	10 minutes 10 seconds
Anti-Social Behaviour	 Number of anti-social behaviour cases (July to Sept., 2024) *Performance figures on anti-social behaviour are provided on a quarterly basis.	
	• New cases	35
	• Completed cases	25