

Performance Figures

June 2024

Repairs	 Number of completed repairs	1,822
	 Repairs completed 'right first time'	90.4%
	 Average time to complete repairs excluding emergency (calendar days)	52.9 days
	 Average time to complete repairs excluding emergency (working days)	36.5 days
	 Customer satisfaction	89.4%
Investment in homes	 Number of Damp and Mould:	
	• New cases	38
	• Completed cases	49
Customer Services	 Average call waiting time for:	
	• Customer Services	54 seconds
	• Income	1 minute
	• Repairs	10 minutes 15 seconds
Anti-Social Behaviour	 Number of anti-social behaviour cases (April to June, 2024) *Performance figures on anti-social behavioru are provided on a quarterly basis.	
	• New cases	52
	• Completed cases	40