

Performance Figures **March 2025**

Repairs	 Number of completed repairs	1,825
	 Repairs completed 'right first time'	85.5%
	 Average time to complete repairs excluding emergency (working days)	34.5 days
	 Average time to complete repairs excluding emergency (calendar days)	49.9 days
	 Customer satisfaction	100%
Investment in homes	 Number of Damp and Mould:	
	• New cases	66
	• Completed cases	24
Customer Services	 Average call waiting time for:	
	• Customer Services	1 minute 30 seconds
	• Income	1 minute 11 seconds
	• Repairs (New Repairs)	4 minutes 12 seconds
	• Repairs (Follow up)	4 minutes 21 seconds
Anti-Social Behaviour	 Number of anti-social behaviour cases (Jan to Mar 2025) *Performance figures on anti-social behaviour are provided on a quarterly basis.	
	• New cases	17
	• Completed cases	34