

Performance Figures **April 2025**

Repairs	 Customer satisfaction	87.3%
Investment in homes	 Number of Damp and Mould:	
	• New cases	49
	• Completed cases	13
Customer Services	 Average call waiting time for:	
	• Customer Services	2 minutes 18 seconds
	• Income	45 seconds
	• Repairs (New Repairs)	5 minutes 29 seconds
	• Repairs (Follow up)	6 minutes 02 seconds

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

