







## Performance Figures **May 2025**

Repairs	 Number of completed repairs	<b>1,542</b>
	 Repairs completed 'right first time'	<b>86.9%</b>
	 Average time to complete repairs excluding emergency (calendar days)	<b>47.3 days</b>
	 Customer satisfaction	<b>92.7%</b>
Investment in homes	 Number of Damp and Mould:	
	• New cases	<b>56</b>
	• Completed cases	<b>84</b>
Customer Services	 Average call waiting time for:	
	• Customer Services	<b>2 minutes 57 seconds</b>
	• Income	<b>38 seconds</b>
	• Repairs (New Repairs)	<b>6 minutes 53 seconds</b>
	• Repairs (Follow up)	<b>7 minutes 56 seconds</b>
	• Customers Services (General enquiries and repairs)	<b>4 minutes 57 seconds</b>

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