






Performance Figures **June 2025**

Repairs	 Number of completed repairs	1,709
	 Repairs completed 'right first time'	87.0%
	 Average time to complete repairs excluding emergency (calendar days)	42 days
	 Customer satisfaction	82%

Investment in homes	 Number of Damp and Mould:	
	• New cases	47
	• Completed cases	82

Repairs and customer services	 Average call waiting time for:	
	• Repairs and Customer Services	4 minutes 54 seconds
	• Income	55 seconds

Anti-Social Behaviour	 Number of anti-social behaviour cases (April to June 2025) *Performance figures on anti-social behaviour are provided on a quarterly basis.	
	• New cases	8
	• Completed cases	1

