

Performance Figures **July 2025**

Repairs	 Number of completed repairs	1,963
	 Repairs completed 'right first time'	86.7%
	 Average time to complete repairs excluding emergency (calendar days)	38.3 days
	 Customer satisfaction	86.9%
Investment in homes	 Number of Damp and Mould:	
	• New cases	49
	• Completed cases	67
Repairs and customer services	 Average call waiting time for:	
	• Repairs and Customer Services	3 minutes 50 seconds
	• Income	35 seconds

