

Performance Figures **September 2025**

Repairs	 Number of completed repairs	1,906
	 Repairs completed 'right first time'	87.6%
	 Average time to complete repairs excluding emergency (calendar days)	38.7 days
	 Customer satisfaction	83.6%
Investment in homes	 Number of Damp and Mould:	
	• New cases	45
	• Completed cases	171
Repairs and customer services	 Average call waiting time for:	
	• Customer Contact Team	7 minutes 10 seconds
	• Income	55 seconds
Anti-Social Behaviour	 Number of anti-social behaviour cases (July to Sept 2025) *Performance figures on anti-social behaviour are provided on a quarterly basis.	
	• New cases	33
	• Completed cases	34