







Performance Figures **November 2025**

Repairs	 Number of completed repairs	1,873
	 Repairs completed 'right first time'	87.9%
	 Average time to complete repairs excluding emergency (calendar days)	33 days
	 Customer satisfaction	85.5%
Investment in homes	 Number of Damp and Mould:	
	• New cases	125
	• Completed cases	86
Repairs and customer services	 Average call waiting time for:	
	• Repairs and Customer Services	15 minutes 32 seconds
	• Income	45 seconds

