








Performance Figures **December 2025**

Repairs	 Number of completed repairs	1,380
	 Repairs completed 'right first time'	86.9%
	 Average time to complete repairs excluding emergency (calendar days)	37.4 days
	 Customer satisfaction	See note#
Investment in homes	 Number of Damp and Mould:	
	• New cases	85
	• Completed cases	38
Repairs and customer services	 Average call waiting time for:	
	• Customer Contact Team	7 minutes 29 seconds
	• Income	2 minutes 5 seconds
Anti-Social Behaviour	 Number of anti-social behaviour cases (Oct to Dec 2025) *Performance figures on anti-social behaviour are provided on a quarterly basis.	
	• New cases	14
	• Completed cases	4

No responsive repairs telephone surveys were carried out in December 2025.