

# Performance Figures December 2025

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

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

