

Performance Figures **January 2026**

Repairs	 Number of completed repairs	2,023
	 Repairs completed 'right first time'	90%
	 Average time to complete repairs excluding emergency (calendar days)	36.8 days
	 Customer satisfaction	87.3%

Investment in homes	 Number of Damp and Mould:	
	• New cases	153
	• Completed cases	70

Repairs and customer services	 Average call waiting time for:	
	• Repairs and Customer Services	8 minutes 19 seconds
	• Income	40 seconds

