






Performance Figures **February 2026**

Repairs	 Number of completed repairs	2,031
	 Repairs completed 'right first time'	89.8%
	 Average time to complete repairs excluding emergency (calendar days)	37.1days
	 Customer satisfaction	87.3%

Investment in homes	 Number of Damp and Mould:	
	• New cases	138
	• Completed cases	74

Repairs and customer services	 Average call waiting time for:	
	• Repairs and Customer Services	4 minutes 15 seconds
	• Income	51 seconds

