







# Performance Figures **April 2026**

<b>Repairs</b>	 Number of completed repairs	<b>1,753</b>
	 Repairs completed 'right first time'	<b>87.6%</b>
	 Average time to complete repairs excluding emergency (calendar days)	<b>38.6 days</b>
	 Customer satisfaction	<b>96.3%</b>

<b>Investment in homes</b>	 Number of Damp and Mould:	
	• New cases	<b>60</b>
	• Completed cases	<b>157</b>

<b>Repairs and customer services</b>	 Average call waiting time for:	
	• Customer Contact Team	<b>5 minutes 50 seconds</b>
	• Income	<b>57 seconds</b>

