

Performance Figures **May 2026**

Repairs	 Number of completed repairs	1,692
	 Repairs completed 'right first time'	86.3%
	 Average time to complete repairs excluding emergency (calendar days)	39.3 days
	 Customer satisfaction	90.9%

Repairs and customer services	 Average call waiting time for:	
	• Customer Contact Team	3 minutes 34 seconds
	• Income	32 seconds

