

Performance Figures **June 2026**

Repairs completed by Mears	 Number of completed repairs	613
	 Repairs completed 'right first time'	85.6%
	 Average time to complete repairs excluding emergency (calendar days)	8.88 days
	 Customer satisfaction	100.0%
Investment in homes	 Number of Damp and Mould:	
	• New cases	Awaiting figures
	• Completed cases	Awaiting figures
Repairs and customer services	 Average call waiting time for:	
	• Customer Contact Team	3 minutes 32 seconds
	• Income	27 seconds
Anti-Social Behaviour	 Number of anti-social behaviour cases (Apr to Jun 2026) *Performance figures on anti-social behaviour are provided on a quarterly basis.	
	• New cases	20
	• Completed cases	28