

Performance Figures **July 2026**

Repairs completed by Mears	 Number of completed repairs	1,108
	 Repairs completed 'right first time'	89.4%
	 Average time to complete repairs excluding emergency (calendar days)	5 days
	 Customer satisfaction	96.4%
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	5 minutes 18 seconds
	• Income	20 seconds

