

Performance Figures **August 2026**

Repairs completed by Mears	 Number of completed repairs	1,138
	 Repairs completed 'right first time'	79.6%
	 Average time to complete repairs excluding emergency (calendar days)	9.46 days
	 Customer satisfaction	91.6%
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	6 minutes 48 seconds
	• Income	26 seconds

