Performance Figures September 2026

Repairs completed by Mears	Number of completed repairs	**1230**
	Repairs completed 'right first time'	**84.5%**
	Average time to complete repairs excluding emergency (calendar days)	**14.53days**
	Customer satisfaction	**80.6%**

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	**8 minutes 37 seconds**
	• Income	**51 seconds**

Anti-Social Behaviour	Number of anti-social behaviour cases (Jul to Sept 2026) *Performance figures on anti-social behaviour are provided on a quarterly basis.	
	• New cases	**31**
	• Completed cases	**25**