DOING HOW WE'RE

January 2025\*

\*All figures reported are for GSA Landlord Service from **December 2024** 

## **Customer Contact Centre**

Customer Customer Calls answered within satisfaction: 83% satisfaction: 90% two minutes: **51%** 6% 1% Calls received Average call Repairs waiting time reported 14,578 SECONDS MINUTES 1m 15s **Emergency** repairs Average speed of Emails completed within answer to email received 24 hours: 98% 000  $\checkmark$   $\checkmark$   $\checkmark$ 4,892 4 days



