

## **Customer Contact Centre**

Customer satisfaction: 80%



Calls answered within two minutes: 42%



Customer satisfaction: 88%

\*All figures reported are for GSA Landlord

Repairs

Service from **January 2025** 



Fixed right first time: 89%





Complaints

Stage 1

complaints

responded to in time:

Complaints







20,335



Average call waiting time



SECONDS **MINUTES** 



Repairs reported



Repairs completed



8,045



Delays/service Communication /

information: 21%

Top 3 reasons for complaints

Incomplete action: 10%



Upheld:

66%

Customer

satisfaction:

**55%** 





**Emails** received



6,316

Average speed of answer to email



4 days

**Emergency repairs** completed within 24 hours: 98%



Routine repairs completed within 28 days: **83**%





## Resolution

Partially upheld: **17%** 



Not upheld: **17%** 

