HOW WE'RE DOING

FEBRUARY 2026

All figures reported are for GSA Landlord Service from **January 2026**

- An improvement on last month
- The same as last month
- A decline since last month

Green Square Accord

Customer Contact Centre

84%	Customer satisfaction with Contact Centre service
18,584	Calls received
47%	Calls answered within two minutes
3m 36s	Average call waiting time
7,844	Emails received
2	Average time in days to answer email

Repairs

92%	Customer satisfaction with repairs service
10,691	Repairs reported
9,565	Repairs completed
93%	Repairs fixed right first time
100%	Emergency repairs completed within 24 hours
80%	Routine repairs completed within 28 days

Complaints

50%	Customer satisfaction with complaints process
414	Formal complaints
35%	Number of complaints about delays and service failiures
22%	Number of complaints about communication / information
8%	Number of complaints about incomplete action
49%	Complaints upheld