

Customer Contact Centre

Customer satisfaction: **81%**



1% 

Calls answered within two minutes: **54%**



12% 

Calls received

17,413



Average call waiting time

05 37

MINUTES SECONDS

 2m 56s

Emails received



6,815

Average speed of answer to email



5 days

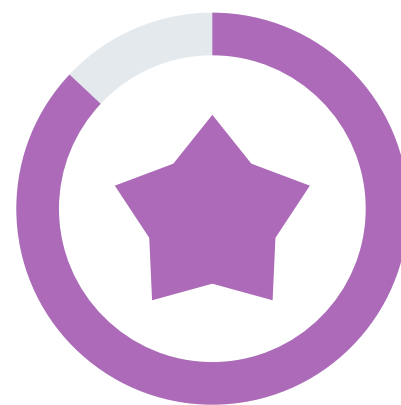
Repairs

Customer satisfaction: **90%**



1% 

Fixed right first time: **87%**



2% 

Repairs reported

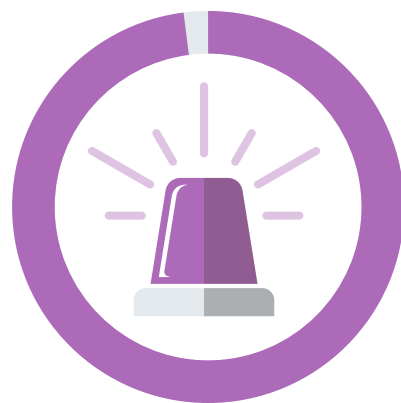


Repairs completed


8,045

799 

Emergency repairs completed within 24 hours: **99%**



1% 

Routine repairs completed within 28 days: **88%**



5% 

Complaints

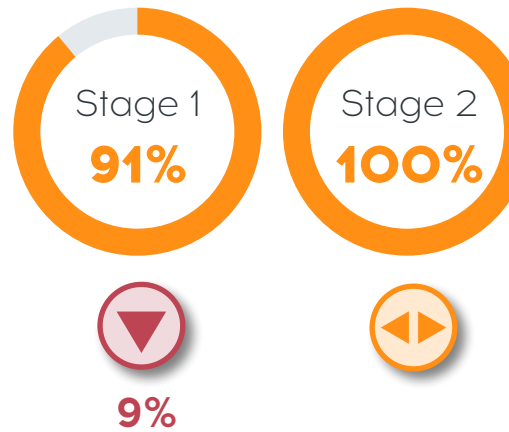
Customer satisfaction: **55%**



Stage 1 complaints

686

Complaints responded to in time:



Top 3 reasons for complaints

Delays/service failures: **42%**



Communication / information: **23%**



Incomplete action: **7%**



Resolution

Upheld: **66%**



Partially upheld: **16%**



Not upheld: **19%**

