HOW WE'RE DOING

MARCH 2026

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

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

Green Square Accord

Customer Contact Centre

82%	18,880	48%	3m 38s	7,335	2
Customer satisfaction with Contact Centre service	Calls received	Calls answered within two minutes	Average call waiting time	Emails received	Average time in days to answer email

Repairs

92%	9,830	9,398	93%	100%	80%
Customer satisfaction with repairs service	Repairs reported	Repairs completed	Repairs fixed right first time	Emergency repairs completed within 24 hours	Routine repairs completed within 28 days

Complaints

57%	329	34%	22%	4%	51%
Customer satisfaction with complaints process	Formal complaints	Number of complaints about delays and service failiures	Number of complaints about communication / information	Number of complaints about incomplete action	Complaints upheld