HOW WE'RE

May 2024\*

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

## **Customer Contact Centre**

Customer Customer Calls answered within satisfaction: **70%** satisfaction: 88% two minutes: 64% 10% 10% Calls received Average call Repairs waiting time reported 20,122 MINUTES SECONDS **Emergency repairs** Average speed of Emails completed within answer to email received 24 hours: 100% 000  $\checkmark$ 2 days <sub>()</sub> 6,505 





