DOING HOW WE'RE

May 2025*

*All figures reported are for GSA Landlord Service from April 2025

Customer Contact Centre

Customer satisfaction: 86%	Calls answered within two minutes: 57%	Customer satisfaction: 89%
Calls received	Average call waiting time	Repairs reported
18,237		
	MINUTES SECONDS 1m 2s	
Emails	Average speed of	Emergency repairs completed within
received	answer to email	24 hours: 98%
6,386	4 days	





