HOW WE'RE

July 2024*

*All figures reported are for GSA Landlord Service from May 2024

Customer Contact Centre

Customer Customer Calls answered within satisfaction: **81%** satisfaction: 88% two minutes: 65% $\tilde{\sim}$ 4% 9% Calls received Average call Repairs waiting time reported 18,892 8 SECONDS MINUTES **Emergency** repairs Average speed of Emails completed within answer to email received 24 hours: 96% 000 $\checkmark \checkmark \checkmark$ 3 days ₍₎ 6,574





