HOW WE'RE DOING

JULY 2026

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

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

Customer Contact Centre

79%	Customer satisfaction with Contact Centre service
17,266	Calls received
20%	Calls answered within two minutes
15m 48s	Average call waiting time
7,869	Emails received
4	Average time in days to answer email

Repairs

92%	Customer satisfaction with repairs service
8,019	Repairs reported
9,176	Repairs completed
89%	Repairs fixed right first time
94%	Emergency repairs completed within 24 hours
72%	Routine repairs completed within 28 days

Complaints

372	Formal complaints
31%	Number of complaints about delays and service failiures
30%	Number of complaints about communication / information
6%	Number of complaints about incomplete action
51%	Complaints upheld

Green Square Accord