HOW WE'RE

August 2024*

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

Customer Contact Centre

Customer Customer Calls answered within satisfaction: 90% satisfaction: **85%** two minutes: 83% 18% Calls received Average call Repairs waiting time reported 15,796 SECONDS MINUTES **Emergency** repairs Average speed of Emails completed within answer to email received 24 hours: 98% 000 2 days 🕡 6,033





