



Customer Contact Centre

Customer satisfaction: 82%



Calls answered within two minutes: 56%





Calls received

17,070



Average call waiting time



MINUTES

SECONDS



Emails received



7,160

Average speed of answer to email



2 days



Repairs

Customer satisfaction: 90%

Service from October 2024

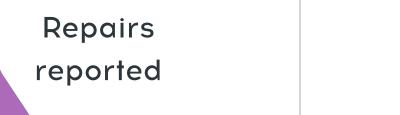
*All figures reported are for GSA Landlord



Fixed right first time: 89%











Emergency repairs

completed within

24 hours: 98%

Repairs completed



8,198



Routine repairs completed within 28 days: 89%





Complaints

Stage 1

complaints

Customer satisfaction:

54%







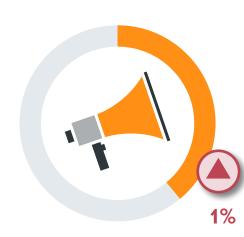




Delays/service failures: 35%

Communication / information: 39% Incomplete action: 6%







Resolution

Upheld: 68%



Partially upheld: **17%**



Not upheld: **15%**





