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



Customer Contact Centre

Customer satisfaction: 82%



Calls answered within two minutes: **57%**





Calls received

17,248



Average call waiting time





SECONDS

MINUTES



Emails received



6,137

Average speed of answer to email



2 days

Repairs

Customer satisfaction: 90%



Fixed right first time: 90%











Emergency repairs

completed within

24 hours: 98%

Repairs completed



8,094



Routine repairs completed within 28 days: **85**%





Complaints

Customer satisfaction:

Stage 1 complaints

Complaints responded to in time:





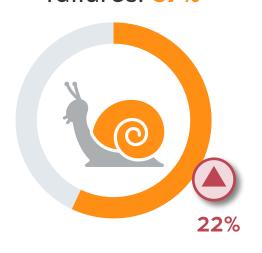


Top 3 reasons for complaints

Delays/service failures: 57%

Communication / information: 22%

Incomplete action: 11%







Resolution

Upheld: 18%



Partially upheld: 14%



Not upheld: 68%



