HOW WE'RE DOING

AUGUST 2026

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

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

Customer Contact Centre

80%	Customer satisfaction with Contact Centre service
17,164	Calls received
31%	Calls answered within two minutes
9m 58s	Average call waiting time
8,823	Emails received
3	Average time in days to answer email

Repairs

92%	Customer satisfaction with repairs service
7,932	Repairs reported
8,954	Repairs completed
90%	Repairs fixed right first time
100%	Emergency repairs completed within 24 hours
82%	Routine repairs completed within 28 days

Complaints

410	Formal complaints
32%	Number of complaints about delays and service failiures
26%	Number of complaints about communication / information
11%	Number of complaints about incomplete action
49%	Complaints upheld

Green Square Accord