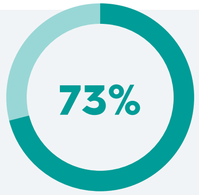
HOW WE'RE DOING

NOVEMBER 2026

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

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

Customer Contact Centre



Customer satisfaction with Contact Centre service



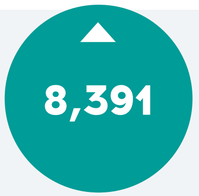
Calls received



Calls answered within two minutes



Average call waiting time

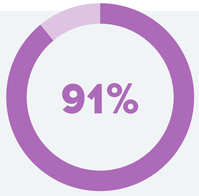


Emails received



Average time in days to answer email

Repairs



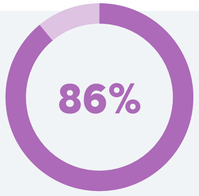
Customer satisfaction with repairs service



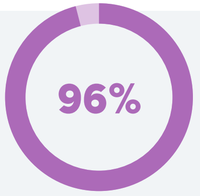
Repairs reported



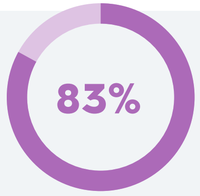
Repairs completed



Repairs fixed right first time



Emergency repairs completed within 24 hours

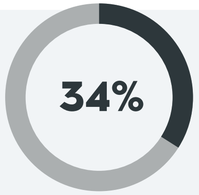


Routine repairs completed within 28 days

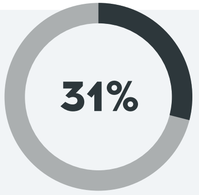
Complaints



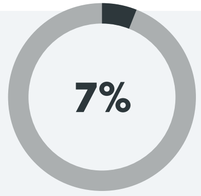
Formal complaints



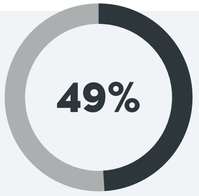
Number of complaints about delays and service failiures



Number of complaints about communication / information



Number of complaints about incomplete action



Complaints upheld

Green Square Accord