# HOW WE'RE DOING

## APRIL 2026

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

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

Green Square Accord

## Customer Contact Centre

| | | | | | |
|---|---|---|---|---|---|
| 83% | 19,467 | 45% | 3m 58s | 7,774 | 2 |
| 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

| | | | | | |
|---|---|---|---|---|---|
| 92% | 9,578 | 10,334 | 93% | 100% | 78% |
| 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

| | | | | | |
|---|---|---|---|---|---|
| 54% | 385 | 30% | 23% | 9% | 52% |
| Customer satisfaction with complaints process | Formal complaints | Number of complaints about delays and service failiures | Number of complaints about communication / information | Number of complaints about incomplete action | Complaints upheld |