HOW WE'RE DOING

MAY 2026

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

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

Customer Contact Centre

84%	Customer satisfaction with Contact Centre service
18,323	Calls received
39%	Calls answered within two minutes
5m 06s	Average call waiting time
7,301	Emails received
4	Average time in days to answer email

Repairs

92%	Customer satisfaction with repairs service
8,220	Repairs reported
9,954	Repairs completed
90%	Repairs fixed right first time
97%	Emergency repairs completed within 24 hours
67%	Routine repairs completed within 28 days

Complaints

338	Formal complaints
33%	Number of complaints about delays and service failiures
26%	Number of complaints about communication / information
5%	Number of complaints about incomplete action
49%	Complaints upheld

Green Square Accord