HOW WE'RE DOING

JUNE 2026

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

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

Customer Contact Centre

77%	Customer satisfaction with Contact Centre service
14,805	Calls received
28%	Calls answered within two minutes
9m 20s	Average call waiting time
6,823	Emails received
3	Average time in days to answer email

Repairs

92%	Customer satisfaction with repairs service
7,366	Repairs reported
8,123	Repairs completed
93%	Repairs fixed right first time
96%	Emergency repairs completed within 24 hours
75%	Routine repairs completed within 28 days

Complaints

308	Formal complaints
44%	Number of complaints about delays and service failiures
26%	Number of complaints about communication / information
2%	Number of complaints about incomplete action
47%	Complaints upheld

Green Square Accord