

How we're doing November 2023

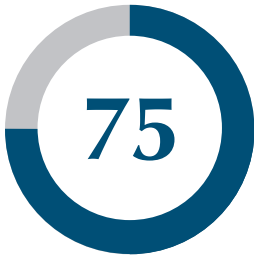
Customer experience

Average call wait times (minutes)

01:29



Calls answered within two minutes (%)



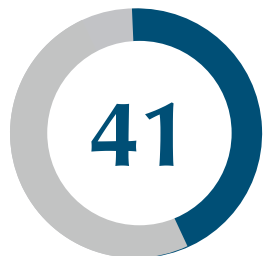
Digital contacts responded to within two days (%)



Callbacks responded to within four days (%)



Customers using digital services (%)



Customer assessed first call resolution (%)



Repairs

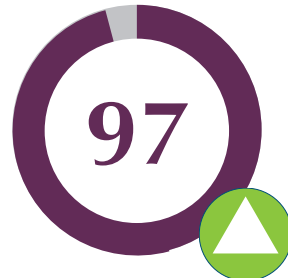
Number of repairs completed

1752

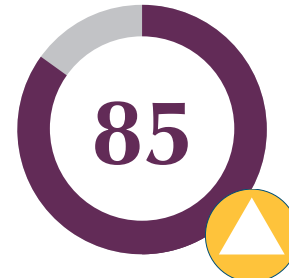
Number of repairs completed on time

1543

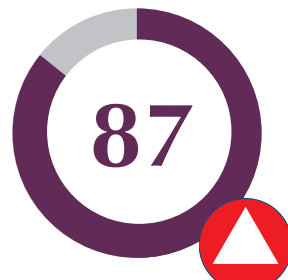
Emergency repairs completed within target (%)



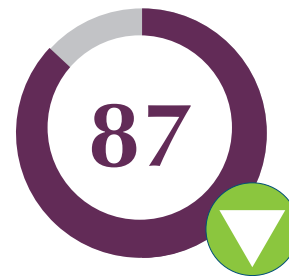
Non-emergency repairs completed within target (%)



Number of no access visits



Customer assessed repairs completed right first time (%)



Feedback focus

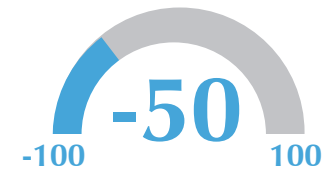
Anti social behaviour customer feedback

Overall how would you rate the way your ASB complaint was handled by Coastline?



Average rating 7.5 out of 10

Considering your complete experience with Coastline, how likely would you be to recommend our service to family or friends?



Option	Responses	Percentage
Promoter	6	75%
Passive	0	0%
Detractor	2	25%

Our customers said:

"Dan was amazing, offered great support and he's also great at dealing with problems."

"We personally are happy with Coastline's maintenance."

"Lyndsay is always very helpful and supportive with any issues we may have."