

How we're doing October 2023

Customer experience

Average call wait times (minutes)

01:13



Calls answered within two minutes (%)



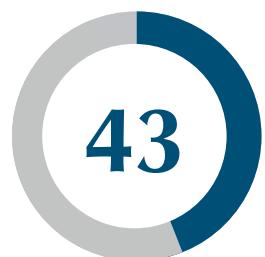
Digital contacts responded to within two days (%)



Callbacks responded to within four days (%)



Customers using digital services (%)



Customer assessed first call resolution (%)



Repairs

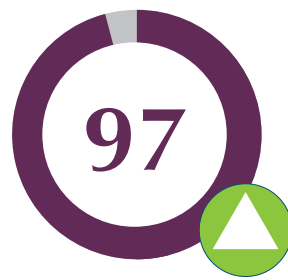
Number of repairs completed

1659

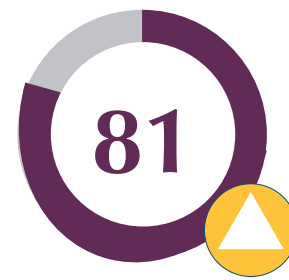
Number of repairs completed on time

1393

Emergency repairs completed within target (%)



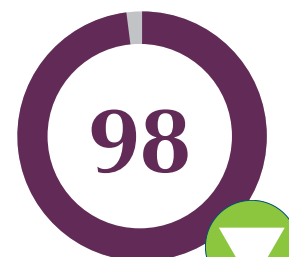
Non-emergency repairs completed within target (%)



Number of no access visits



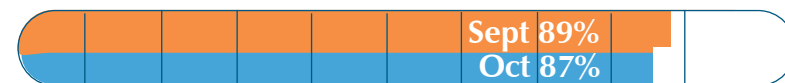
Appointments kept as a % of appointments made



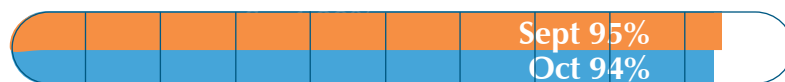
Repairs survey focus

Repairs

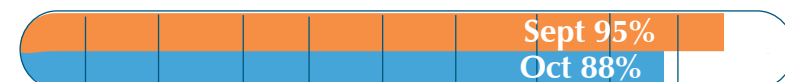
Right first time (%)



Ease of reporting (%)



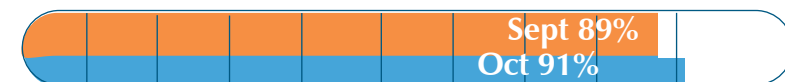
Repairs service (%)



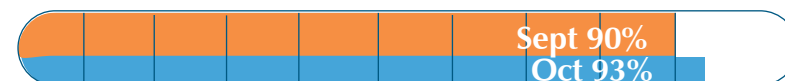
Operatives' performance (%)



Time taken before work (%)



Kept informed (%)



Performance improved
 Unchanged
 Performance declined
 On target
 Off target
 Within 5% target