

# How we're doing January 2024

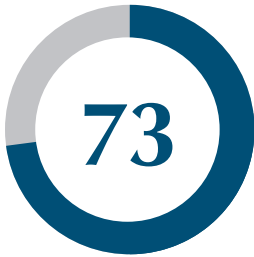
## Customer experience

Average call wait times (minutes)

01:53



Calls answered within two minutes (%)



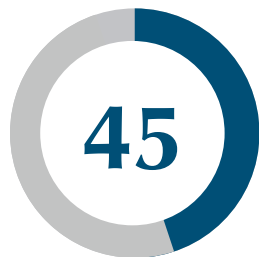
Digital contacts responded to within two days (%)



Callbacks responded to within four days (%)



Customers using digital services (%)



Customer assessed first call resolution (%)



## Repairs

Number of repairs completed

1993

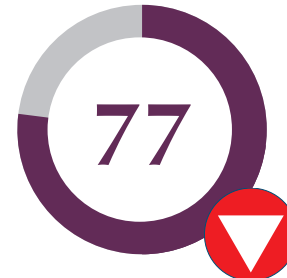
Number of repairs completed on time

1567

Emergency repairs completed within target (%)



Non-emergency repairs completed within target (%)



Number of no access visits

89



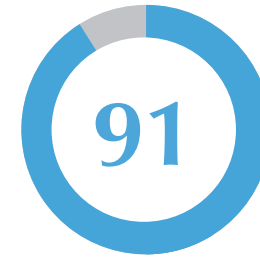
Appointments kept as a % of appointments made



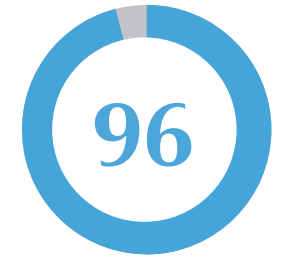
## Feedback focus

### Repairs service satisfaction telephone survey

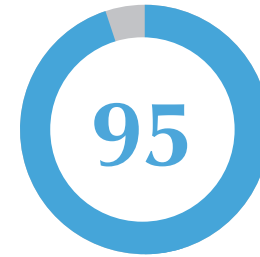
Repairs service (%)



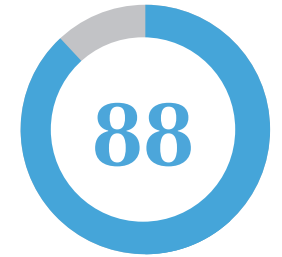
Ease of reporting (%)



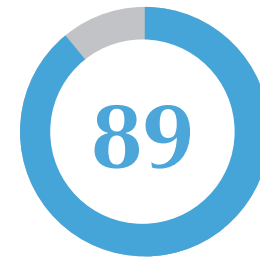
Operatives performance (%)



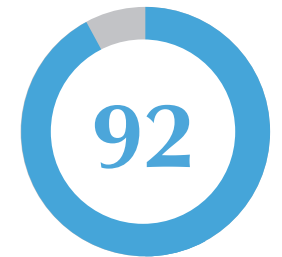
Right first time (%)



Time taken before work (%)



Kept informed (%)



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