

Customer Services Stats 2022/2023

No of defects reported and the method used:

Month	Email	Home @ Halls	Tel	Self-Service	In Person	Other	Total
Aug	362	4	209	1549	50	1344	3518
Sept	532	779	423	1583	45	120	3482
Oct	390	1199	406	996	68	1433	4492
Nov	513	952	393	1065	88	117	3128
Dec	221	503	205	489	44	1465	2927
Jan	436	1080	388	1161	388	203	3351
Feb	373	758	310	813	64	1550	3868
Mar	422	665	278	1035	278	908	3356
Apr	432	486	240	1072	69	872	3171
May							
June							
July							

No of telephone calls to Estates Customer Services - 16666:

Month	No of Calls	No of Calls answered within SLS	% of calls answered within SLS
Aug	633	559	88.31%
Sept	1021	964	94.4%
Oct	1018	982	96.5%
Nov	1046	1008	96.4%
Dec	455	427	93.8%
Jan	854	835	97.8%
Feb	808	791	97.9%
Mar	782	755	96.5%
Apr	703	680	96.7%
May			
June			
July			