

Customer Services Stats 2024/2025

No of defects reported and the method used:

Month	Email	Home @ Halls	Tel	Self-Service	In Person	Other	Total
Aug	565	4	107	1749	308	1333	4066
Sept	716	1358	534	2043	107	1010	5768
Oct	525	1813	460	1136	82	866	4882
Nov	423	955	381	1098	111	28	2996
Dec							
Jan							
Feb							
Mar							
Apr							
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	649	627	96.6%
Sept	1108	1082	97.7%
Oct	1154	1111	96.3%
Nov	917	895	97.6%
Dec			
Jan			
Feb			
Mar			
Apr			
May			
June			
July			