

Customer Services Stats 2025/2026

No of defects reported and the method used:

Month	Email	Home @ Halls	Tel	Self-Service	In Person	Total
Aug	251	6	193	1019	112	1581
Sept	490	29	207	3564	96	4386
Oct						
Nov						
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	429	419	97.7%
Sept	636	609	95.8%
Oct			
Nov			
Dec			
Jan			
Feb			
Mar			
Apr			
May			
June			
July			