

## Customer Services Stats 2025/2026

No of defects reported and the method used:

Month	Email	Home @ Halls	Tel	Self-Service	In Person	Total
<b>Aug</b>	251	6	193	1019	112	1581
<b>Sept</b>	490	29	207	3564	96	4386
<b>Oct</b>	879	2093	512	4357	175	8016
<b>Nov</b>	690	2808	521	2362	145	3028
<b>Dec</b>	252	458	176	714	51	1651
<b>Jan</b>						
<b>Feb</b>						
<b>Mar</b>						
<b>Apr</b>						
<b>May</b>						
<b>June</b>						
<b>July</b>						

No of telephone calls to Estates Customer Services - 16666:

Month	No of Calls	No of Calls answered within SLS	% of calls answered within SLS
<b>Aug</b>	429	419	97.7%
<b>Sept</b>	636	609	95.8%
<b>Oct</b>	783	741	94.6%
<b>Nov</b>	581	561	96.6%
<b>Dec</b>	356	334	93.8%
<b>Jan</b>			
<b>Feb</b>			
<b>Mar</b>			
<b>Apr</b>			
<b>May</b>			
<b>June</b>			
<b>July</b>			