

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	879	2093	512	4357	175	8016
Nov	690	2808	521	2362	145	3028
Dec	252	458	176	714	51	1651
Jan	309	1023	288	1104	73	2797
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	783	741	94.6%
Nov	581	561	96.6%
Dec	356	334	93.8%
Jan	730	681	93.3%
Feb			
Mar			
Apr			
May			
June			
July			