

Customer Services Stats 2018/2019

No of defects reported and the method used:

Month	Email	Tel	Self-Service	In Person	Other	Total
Aug	150	406	947	251	1262	3016
Sept	166	900	1597	246	781	3690
Oct	268	768	1767	209	632	3644
Nov	236	599	1414	270	577	3096
Dec	105	310	690	101	615	1821
Jan	263	640	1465	185	729	3282
Feb	216	504	1281	201	803	3005
Mar	202	462	1169	227	836	2896
Apr	238	410	955	169	741	2513
May	239	362	1264	183	936	2984
June	208	331	1033	237	870	2678
July	214	402	1059	254	922	2851

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	426	421	98.8%
Sept	744	724	97.3%
Oct	1277	1261	98.7%
Nov	1189	1168	98.2%
Dec	593	588	99.2%
Jan	1116	1107	99.2%
Feb	932	916	98.3%
Mar	947	922	97.4%
Apr	924	892	96.5%
May	965	935	96.9%
June	928	912	98.3%
July	1161	1126	97%