

Customer Services Stats 2019/2020

No of defects reported and the method used:

Month	Email	Tel	Self-Service	In Person	Other	Total
Aug	226	232	822	356	950	2586
Sept	534	662	1830	206	906	4138
Oct	588	561	1663	232	697	3735
Nov	375	491	1406	190	753	3215
Dec	235	257	742	116	726	2076
Jan	416	555	1499	158	785	3413
Feb	411	512	1248	165	831	3167
Mar	225	362	824	77	281	1769
Apr	114	57	205	0	648	1024
May	94	50	171	6	650	971
June	406	132	316	1	627	1482
July	291	175	671	76	740	1953

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	923	903	97.8%
Sept	1680	1625	96.7%
Oct	1660	1622	99.5%
Nov	1369	1330	97.2%
Dec	763	750	98.3%
Jan	1342	1331	99.2%
Feb	1244	1226	98.6%
Mar	1060	1037	97.8%
Apr	247	245	99.2%
May	228	215	94.3%
June	434	424	97.7%
July	685	655	95.6%