

Customer Services Stats 2020/2021

No of defects reported and the method used:

Month	Email	Tel	Self-Service	In Person	Other	Total
Aug	235	197	597	4	197	1828
Sept	484	470	1627	42	885	3508
Oct	341	417	1479	60	795	3092
Nov	289	309	886	39	812	2335
Dec	236	179	574	15	766	1770
Jan	199	291	714	27	741	1972
Feb	254	282	530	68	803	1937
Mar	385	497	837	49	899	2529
Apr	368	330	795	35	683	2211
May	357	376	811	106	891	2541
June	401	412	897	71	866	2647
July	489	382	815	142	94	1922

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	680	658	96.8%
Sept	1310	1249	95.3%
Oct	1302	1272	97.7%
Nov	984	954	97.0%
Dec	636	622	97.8%
Jan	784	773	98.6%
Feb	730	712	97.5%
Mar	956	934	97.7%
Apr	1017	982	96.9%
May	991	967	97.6%
June	1164	1118	96%
July	1119	1090	97.4%