

Customer Services Stats 2021/2022

No of defects reported and the method used:

Month	Email	Home @ Halls	Tel	Self-Service	In Person	Other	Total
Aug	464	0	240	818	122	1737	3381
Sept	785	456	536	1175	120	43	3115
Oct	664	741	409	600	93	1598	4105
Nov	680	521	382	465	105	821	2974
Dec	302	307	204	284	76	846	2023
Jan	372	439	370	411	126	831	2649
Feb	459	462	355	505	68	808	2657
Mar	571	598	395	516	105	820	3006
Apr	458	309	256	379	112	807	2321
May	596	337	263	453	128	889	2666
June	423	149	278	464	200	1018	2523
July	513	25	317	565	89	1088	2597

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	878	862	98.2
Sept	1478	1460	98.8
Oct	1392	1375	98.8
Nov	1308	1294	98.9
Dec	723	709	98.1
Jan	1058	1045	98.9
Feb	803	786	97.9
Mar	1103	1082	98.1
Apr	756	755	99.9
May	940	923	98.2
June	814	794	97.5
July	939	923	98.3