

Customer Services Stats 2022/2023

No of defects reported and the method used:

Month	Email	Home @ Halls	Tel	Self-Service	In Person	Other	Total
Aug	670	0	350	789	44	1133	2886
Sept	673	1101	526	1240	38	1081	4659
Oct	690	631	391	611	49	938	3310
Nov	669	591	446	761	81	900	3448
Dec	494	311	290	436	25	917	2473
Jan							
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	954	943	98.8%
Sept	1158	1144	98.8%
Oct	1192	1167	97.9%
Nov	1318	1285	97.5%
Dec	812	807	99.4%
Jan			
Feb			
Mar			
Apr			
May			
June			
July			