

**Customer
Satisfaction with
REPAIRS**
93.52%

96.19%
REPAIRS
Completed on **FIRST** visit

3946 internal Repairs completed this year



76.84%
of queries
RESOLVED
by **FIRST**
phone call



4617
TENANTS
Paying by
**DIRECT
Debit**

81.85%
Customer
Satisfaction
with **ASB**



96.04%
CALLS
Answered



**CUSTOMER
SATISFACTION**
81.85%



£1,008,241

Additional income gained **for tenants** through **money advice team**