Contact centre performance

April to September 2026

This report summarises the performance of our contact centre from 1 April 2026 to 30 September 2026





Priority calls

	April to June 2026	July to Sept 2026	Overall Apr to Sept '26
Calls received	17,602	16,707	**34,309**
Calls handled	15,846	15,796	**31,642**
Abandoned calls	1,703	864	**2,567**
Average waiting time (80% target within three mins)	65.55% 3m 12s	75.61% 2m 04s	**70.57%** 2m 38s

Non priority calls

	April to June 2026	July to Sept 2026	Overall Apr to Sept '26
Calls received	14,033	13,175	**27,208**
Calls handled	12,379	12,114	**24,493**
Abandoned calls	1,654	1,061	**2,715**
Average waiting time (75% target) within five mins)	72.27% 8m 54s	82.39% 2m 32s	**77.28%** 3m 18s

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Out of hours

	April to June 2026	July to Sept 2026	OVERALL Apr to Sept '26
Calls handled	5,454	5,199	**10,653**

Overall calls handled

	April to June	July to Sept	OVERALL
2026/27	33,679	33,109	**66,788**
Compared to 25/26	32,637	35,022	**67,659**
Difference in calls	+1,042 (+3.19%)	-1,913 (-5.46%)	**-871** (-1.29%)

Tenant satisfaction

	Reporting a new repair	Chasing up a repair	Rent enquiries	Lettings enquiries
Easy to contact	80.5%	74.1%	68.9%	67.0%
Advisor dealing with enquiry	85.4%	79.6%	72.9%	68.4%
Advisor polite & professional	91.6%	84.4%	80.4%	74.6%

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Improvements made



We've reduced wrap time to 30 seconds, so advisors can finish most of the work during the call and become available again sooner — reducing the time customers wait.



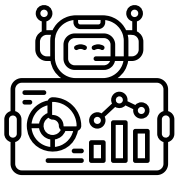
We've changed staffing patterns to provide better coverage during periods of peak demand. This will help us manage high call volumes more efficiently and reduce waiting times for calls to be answered.



We've introduced new training focused specifically on empathy, helping staff provide a more understanding and customer-centred service.



Following a period of high staff turnover, we have successfully recruited to all vacant posts and expect to be fully staffed from November 2026. This will strengthen capacity and support improved performance.



We've developed a bespoke performance tracking and analysis tool that uses AI to make better use of operational data. It provides clearer insight into call demand and performance. These insights will support more effective workforce planning and targeted performance improvements.



We have made further improvements to our training materials, guidance and learning packages based on feedback from both new starters and existing advisors. This makes sure content remains relevant, effective and aligned to operational requirements

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