

How we're doing Dec 2025

Check out our key on the next page for an explanation of each measure and to see how each number is calculated.

Overall combined customer satisfaction so far this year

86.6%

 84.7%



Percentage of complaints resolved at the earliest stage

67.9%

 82%



Average call wait time

2:18 secs



Customer satisfaction with Gas and Home Safety

97.8%



Number of customer calls to contact team

6,650



Average wait time for a routine appointment (days)

14.10

 15



Number of formal complaints received

129



Percentage of customer telephone queries resolved first time

74.3%

 80%



Repairs completed in one visit (customer perception)

81.8%



 76%

Percentage of appointments we have had to move

2.4%

 2%



Customer satisfaction with In-house repairs

89.8%



Customer satisfaction with Contracted Repairs

78%



On target

Off target

Near miss

Our targets show what we expect to achieve right now. Targets always aim to maintain, and usually exceed our past performance.

curo-group.co.uk/performance

