

# How we're doing April 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

95.4%

🎯 84.7%



Percentage of complaints resolved at the earliest stage

75.4%

🎯 82%



Average call wait time

10:34secs



Customer satisfaction with Gas and Home Safety

99%



Number of customer calls to contact team

9,277



Average wait time for a routine appointment (days)

15.5

🎯 15



Number of formal complaints received

109



Percentage of customer telephone queries resolved first time

79.2%

🎯 80%



Repairs completed in one visit (customer perception)

75.1%

🎯 76%



Percentage of appointments we have had to move

1.8%

🎯 2%



Customer satisfaction with In-house repairs

91.6%



Customer satisfaction with Contracted Repairs

83.3%



🎯 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.

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# How we're doing Explainer



## Overall combined customer satisfaction so far this year

The percentage of customers who scored us 7+ out of 10 when asked if satisfied with us. This overall score is the average percentage across all satisfaction surveys since the start of April



## Percentage of complaints resolved at the earliest stage

Percentage of customer complaints completed at the earliest stage (1) of the Housing Ombudsman's complaint handling code.



## Average call wait time

The average time a customer had to wait to speak to one of our representatives during the month



## Customer satisfaction with Gas and Home Safety

The percentage of customers who scored up 7+ out of 10 when asked how satisfied they were following a visit from the gas or home safety team



## Number of customer calls to contact team

The total number of calls received by our customer contact team during the month



## Average wait time for a routine appointment (days)

The average time a customer has to wait for an appointment for a non-emergency repair



## Number of formal complaints received

The overall number of customer complaints received during the month



## Percentage of customer telephone queries resolved first time

The percentage of calls to our customer contact team that were answered without being abandoned during the month



## Repairs completed in one visit (customer perception)

The percentage of repairs completed in one visit during the month



## Percentage of appointments we have had to move

The percentage of appointments we have moved because a colleague or contractor was not able to attend



## Customer satisfaction with In-house repairs

The percentage of customers who scored us 7+ out of 10 when asked how satisfied they were with a repairs service delivered by Curo colleagues



## Customer satisfaction with Contracted Repairs

The percentage of customers who scored us 7+ out of 10 when asked how satisfied they were with a repairs service delivered by a contractor

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