

How we're doing Nov 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

86.5%

 84.7%



Percentage of complaints resolved at the earliest stage

82.8%

 82%



Average call wait time

5:42secs



Customer satisfaction with Gas and Home Safety

97.8%



Number of customer calls to contact team

7,829



Average wait time for a routine appointment (days)

15.7

 15



Number of formal complaints received

135



Percentage of customer telephone queries resolved first time

81.8%

 80%



Repairs completed in one visit (customer perception)

70.1%

 76%



Percentage of appointments we have had to move

1.7%

 2%



Customer satisfaction with In-house repairs

89.8%



Customer satisfaction with Contracted Repairs

78.5%



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

<p>></p> <p>Overall combined customer satisfaction so far this year</p> <p>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</p>	<p>></p> <p>Percentage of complaints resolved at the earliest stage</p> <p>Percentage of customer complaints completed at the earliest stage (I) of the Housing Ombudsman's complaint handling code.</p>	<p>></p> <p>Average call wait time</p> <p>The average time a customer had to wait to speak to one of our representatives during the month</p>
<p>></p> <p>Customer satisfaction with Gas and Home Safety</p> <p>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</p>	<p>></p> <p>Number of customer calls to contact team</p> <p>The total number of calls received by our customer contact team during the month</p>	<p>></p> <p>Average wait time for a routine appointment (days)</p> <p>The average time a customer has to wait for an appointment for a non-emergency repair</p>
<p>></p> <p>Number of formal complaints received</p> <p>The overall number of customer complaints received during the month</p>	<p>></p> <p>Percentage of customer telephone queries resolved first time</p> <p>The percentage of calls to our customer contact team that were answered without being abandoned during the month</p>	<p>></p> <p>Repairs completed in one visit (customer perception)</p> <p>The percentage of repairs completed in one visit during the month</p>
<p>></p> <p>Percentage of appointments we have had to move</p> <p>The percentage of appointments we have moved because a colleague or contractor was not able to attend</p>	<p>></p> <p>Customer satisfaction with In-house repairs</p> <p>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</p>	<p>></p> <p>Customer satisfaction with Contracted Repairs</p> <p>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</p>

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