

Building Services – What Matters to Our Customers

Measure	Outcome 2/1/2015
How often did we turn up at the property when we said we would?	96%
How often were we able to access the property at the first time of asking?	96%
How often did we get the repair done first time?	76%
How often did we manage to get an operative with the right skills to diagnose and make the repair?	95%
How often did the repair stay fixed?	98%
How long did we take to make the repair?	5 Days

