

Request

Calls re 'urgent housing repairs'. Could I please have the below statistics under the FOI act:

What is your Customer Service/Call Centre's breakdown of inbound calls per month over the last 6 month's regarding Urgent Housing Repairs?

Response

Information from Customer services - See attached Excel document. Please note - this data is reliant on an agent choosing the correct code linked to the content of the conversation that took place and only covers 8-6 Monday-Friday and 8-12.30 on Saturday

Please also note our Central Watch team take 'out of hours' calls in relation to housing and the total figure for this over the last six months is 2249