



Reference: FOI-217

**Request:**

Could I please have the below statistics under the Freedom of Information Act:

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

Thank you for your time and I look forward to your response.

**Response:**

	Calls	Urgent Calls (24-hour response)
May-22	5516	897
Jun-22	5183	788
Jul-22	5099	749
Aug-22	5303	799
Sep-22	6003	1082
Oct-22	5897	1097
Total	33001	5412