

How are we doing?

July - September 2021



77 compliments recorded



33 informal complaints recorded



8 formal complaints recorded

Category	Metric	Value	Percentage	Target
Customer Feedback	Acknowledge formal complaints within 5 working days	8 acknowledged on time	100%	Target 100%
	Respond to formal complaints within 10 working days	2 were late (13 days) but within Complaints Code of 20 days	75%	Target 100%
	Respond to formal complaints at Stage 2 within 20 working days	2 were late (21 days) but within Complaints Code of 30 days	0%	Target 100%
Response Repairs	Jobs completed on time	No data available currently	NDC	Target 97.4%
	Customer satisfaction with the service	702 satisfied, 98 not satisfied	86.2%	Target 85%
Home Improvements	Deliver planned improvements to customers' homes	221 units completed, against target of 285	38%	100% by year end
	Customer satisfaction with the service	51 satisfied, 1 not satisfied	98%	Target 96%
Gas Safety	Properties with valid Landlord Gas Safety Record	2408 properties	100%	Target 100%
Call Quality	Calls achieving customer satisfaction	No data collected	NDC	Target 80%
	Out of Hours call customer satisfaction	No data collected	NDC	Target 70%
Income Collection	Current tenant rent arrears	£200k in arrears	1.29%	Target <1.79%
	Former tenant rent arrears	£70k in arrears	0.45%	Target <0.7%
	Rent loss due to empty homes	£54k of rent lost	0.66%	Target <0.75%
Neighbour Disputes	Disputes logged and resolved by Customer Care Team without need for escalation	24 resolved without escalation		