



# How Are We Doing?

1st April 2022 - 31st March 2023

## Customer Feedback including Complaints



90 compliments received



33 informal complaints received and handled at first point of contact



90 Stage 1 complaints received

Acknowledge Stage 1 complaints within 5 working days

87 out of 90 acknowledged on time

**97%**

Target 100%

Respond to Stage 1 complaints within 10 working days of acknowledgement

79 out of 90 responded to on time

**88%**

Target 100%

Respond to Stage 2 complaints within 20 working days

12 out of 16 responded to on time

**75%**

Target 100%

## Response Repairs

Emergency jobs completed on time

No data available for 2022-23; available for 2023-24

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Target 95%

Non-emergency jobs completed on time

No data available for 2022-23; available for 2023-24

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Target 85%

Customer satisfaction with the repairs service

1,406 surveys completed; 1,223 satisfied customers

**87%**

Target 85%

## Home Upgrades

Home improvements delivered to customers' homes e.g. new kitchen, bathroom or heating system

681 out of 722 improvements completed in year; outstanding upgrades to be completed in 2023-24

**94%**

Target 100%

## Customer Care

Customer satisfaction with ease of getting through

1,122 surveys completed; 1,016 satisfied customers

**91%**

Target 85%

Customer satisfaction with the explanation provided in response to their enquiry

All feedback received is used for staff training

**92%**

Target 85%

## Gas Safety

Properties with a valid gas safety certificate

1 property without a valid gas safety certificate at month end; access since gained

**99.96%**

Target 100%

## Income Collection

Current tenant rent arrears

£151k rent arrears

**0.94%**

Target 2.10%

Former tenant rent arrears

£134k rent arrears

**0.83%**

Target 0.70%

Rent loss due to empty homes

£127k rent loss

**0.78%**

Target 0.75%



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## Empty Homes

Number of properties re-let

General Needs & Housing for Older People re-lets only

185

Target N/A

Average time (in days) to complete void works and re-let properties

includes properties which underwent major works

39

Target 38.3 days

## Antisocial Behaviour

Number of Low Level Antisocial Behaviour incidents

risk assessed and handled by the Customer Care Team

319

Target N/A

Number of Antisocial Behaviour incidents

escalated to the Neighbourhoods Team

45

Target N/A

