



How Are We Doing?

1st April 2023 - 30th June 2023

Customer Feedback including Complaints



15 compliments received



7 informal complaints received and handled at first point of contact



27 Stage 1 complaints received

Acknowledge Stage 1 complaints within 5 working days

27 out of 27 acknowledged on time

100%

Target 100%

Respond to Stage 1 complaints within 10 working days of acknowledgement

25 out of 27 responded to on time; 2 extended by agreement

93%

Target 100%

Respond to Stage 2 complaints within 20 working days

2 out of 2 responded to on time

100%

Target 100%

Response Repairs

Emergency jobs completed on time

362 out of 404 emergency jobs completed on time

90%

Target 95%

Non-emergency jobs completed on time

2,108 out of 2,539 non-emergency jobs completed on time

83%

Target 85%

Customer satisfaction with the repairs service

340 surveys completed; 300 satisfied customers

88%

Target 85%

Home Upgrades

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

160 out of 558 improvements completed year to date

29%

Target 20%

Customer Care

Customer satisfaction with ease of getting through

283 surveys completed; 244 satisfied customers

86%

Target 85%

Gas Safety

Properties with a valid gas safety certificate

At month end, all but one property had a valid gas safety certificate

99.96%

Target 100%

Income Collection

Current tenant rent arrears

£188k rent arrears

1.07%

Target 2.25%

Former tenant rent arrears

£138k rent arrears

0.79%

Target 0.70%

Rent loss due to empty homes

£27k rent loss

0.63%

Target 0.75%



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Empty Homes

Number of properties re-let	General Needs & Housing for Older People re-lets only	45	Target N/A
Average time (in days) to complete void works and re-let properties	includes properties which underwent major works	50	Target 38.3 days

Antisocial Behaviour

Number of Low Level Antisocial Behaviour incidents	risk assessed and handled by the Customer Care Team	115	Target N/A
Number of Antisocial Behaviour incidents	escalated to the Neighbourhoods Team	11	Target N/A

