

# How Are We Doing?

1st April - 30th September 2023

## Customer Feedback including Complaints



68 compliments  
received



17 informal  
complaints received  
and handled at first  
point of contact



63 Stage 1  
complaints received

Acknowledge Stage 1 complaints  
within 5 working days

61 out of 63 acknowledged  
on time

**97%**

Target  
100%

Respond to Stage 1 complaints within  
10 working days of acknowledgement

59 out of 63 responded to on  
time; 4 extended by agreement

**94%**

Target  
100%

Respond to Stage 2 complaints  
within 20 working days

3 out of 4 responded to  
on time

**75%**

Target  
100%

## Response Repairs

Emergency jobs completed  
on time

638 out of 708 emergency jobs  
completed on time

**90%**

Target  
95%

Non-emergency jobs completed  
on time

4,278 out of 5,126 non-emergency  
jobs completed on time

**83%**

Target  
85%

Customer satisfaction with the  
repairs service

811 surveys completed;  
720 satisfied customers

**89%**

Target  
85%

## Home Upgrades

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

325 out of 558 improvements  
completed year to date

**58%**

Target  
52%

## Customer Care

Customer satisfaction with ease of  
getting through

612 surveys completed;  
532 satisfied customers

**87%**

Target  
85%

## Gas Safety

Properties with a valid gas safety  
certificate

At month end, all properties  
with a gas appliance had a  
valid gas safety certificate

**100%**

Target  
100%

## Income Collection

Current tenant rent arrears

£249k rent arrears

**1.44%**

Target  
2.81%

Former tenant rent arrears

£143k rent arrears

**0.83%**

Target  
0.70%

Rent loss due to empty homes

£81k rent loss

**0.89%**

Target  
0.75%

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## Empty Homes

Number of properties re-let

General Needs & Housing for Older People re-lets only

99

Target N/A

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

includes properties which underwent major works

48

Target 38.3 days

## Antisocial Behaviour

Number of Low Level Antisocial Behaviour incidents

risk assessed and handled by the Customer Care Team

270

Target N/A

Number of Antisocial Behaviour incidents

escalated to the Neighbourhoods Team

40

Target N/A

