



# How Are We Doing?

1st April - 31st December 2023

## Customer Feedback including Complaints



123 compliments received



22 informal complaints received and handled at first point of contact



90 Stage 1 complaints received

Acknowledge Stage 1 complaints within 5 working days

88 out of 90 acknowledged on time

**98%**

Target 100%

Respond to Stage 1 complaints within 10 working days of acknowledgement

81 out of 90 responded to on time; 9 extended by agreement

**90%**

Target 100%

Respond to Stage 2 complaints within 20 working days

9 out of 11 responded to on time; 1 extended by agreement

**82%**

Target 100%

## Response Repairs

Emergency jobs completed on time

1,062 out of 1,128 emergency jobs completed on time

**94%**

Target 95%

Non-emergency jobs completed on time

6,928 out of 8,033 non-emergency jobs completed on time

**86%**

Target 85%

Customer satisfaction with the repairs service

1,348 surveys completed; 1,199 satisfied customers

**89%**

Target 85%

## Home Upgrades

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

486 out of 558 improvements completed year to date

**87%**

Target 79%

## Customer Care

Customer satisfaction with ease of getting through

970 surveys completed; 853 satisfied customers

**88%**

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

£321k rent arrears

**1.86%**

Target 3.38%

Former tenant rent arrears

£154k rent arrears

**0.90%**

Target 0.70%

Rent loss due to empty homes

£103k rent loss

**0.75%**

Target 0.75%



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## Empty Homes

Number of properties re-let	General Needs & Housing for Older People re-lets only	142	Target N/A
Average time (in days) to complete void works and re-let properties	includes properties which underwent major works	39.4	Target 38.3 days

## Antisocial Behaviour

Number of Low Level Antisocial Behaviour incidents	risk assessed and handled by the Customer Care Team	347	Target N/A
Number of Antisocial Behaviour incidents	escalated to the Neighbourhoods Team	47	Target N/A

