



How Are We Doing?

1st April 2023 - 31st March 2024

Customer Feedback including Complaints



160 compliments received



114 Stage 1 complaints received



13 complaints escalated to Stage 2

Stage 1 complaints responded to on time

114 out of 114 responded to on time

100%

Target 100%

Stage 2 complaints responded to on time

12 out of 13 responded to on time; 1 posted a day late

92%

Target 100%

Response Repairs

Emergency jobs completed on time

1,644 out of 1,665 emergency jobs completed on time

99%

Target 95%

Non-emergency jobs completed on time

8,952 out of 10,075 non-emergency jobs completed on time

89%

Target 85%

Customer satisfaction with the repairs service

1,870 transactional surveys completed; 1,662 satisfied customers

89%

Target 85%

Home Upgrades

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

552 out of 558 improvements completed in year; 6 improvements carried over into 2024-25

99%

Target 100%

Customer Care

Customer satisfaction with ease of getting through

1,327 transactional surveys completed; 1,171 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

£173k rent arrears

1.00%

Target 3.30%

Former tenant rent arrears

£136k rent arrears

0.79%

Target 0.70%

Rent loss due to empty homes

£125k rent loss

0.72%

Target 0.75%



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Empty Homes

Number of properties re-let	General Needs & Housing for Older People re-lets only	187	Target N/A
Average time taken (in days) to re-let properties	includes properties which underwent major works	39.6	Target 38.3 days

Antisocial Behaviour

Number of Antisocial Behaviour cases opened	a single case can be made up of multiple incidents; a breakdown of incidents is shown in the graph below.	465	Target N/A
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Low Level ASB ASB

