



How Are We Doing?

1st April 2024 - 30th September 2024

Customer Feedback



84 compliments received



66 Stage 1 complaints received



11 complaints escalated to Stage 2

Stage 1 complaints responded to on time*

64 out of 65 responded to on time (one complaint currently on hold)

98.5%

Target 100%

Stage 2 complaints responded to on time*

11 out of 11 responded to on time

100%

Target 100%

*within Complaint Handling Code timescales i.e., 10 working days for Stage 1 complaints and 20 working days for Stage 2 complaints. Response times may be extended by a further 10 working days and 20 working days respectively, if required and clearly communicated.

Response Repairs

Emergency jobs completed on time

629 out of 648 emergency jobs completed on time

97%

Target 95%

Non-emergency jobs completed on time

4,467 out of 5,239 non-emergency jobs completed on time

85%

Target 85%

Customer satisfaction with the repairs service

853 transactional surveys completed; 751 satisfied customers

88%

Target 85%

Home Improvements

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

238 out of 576 improvements completed year to date

41%

Target 44%

Income Collection

Current tenant rent arrears

£286k rent arrears

1.54%

Q2 Target 1.79%

Former tenant rent arrears

£137k rent arrears

0.74%

Target 0.70%

Rent loss due to empty homes

£71k rent loss

0.70%

Target 0.75%



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Customer Care

Customer satisfaction with ease of getting through

739 transactional surveys completed; 669 satisfied customers

91%

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 in place

99.92%

Target 100%

Empty Homes

Number of properties re-let

General Needs & Housing for Older People re-lets only

78

Target N/A

Average time taken (in days) to re-let properties

includes properties which underwent major works

50.2

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 below.

282

Target N/A

