

Customer Commitments

Quarterly Report: Q1 2022/23



Customer Service



73% of enquiries responded to on time
Up 13% from last quarter



Average time to answer social media enquiries
2.0 hours



83% customer satisfaction with the Customer Service Centre
Down 3% from last quarter



Average of 6.7 days to answer e mails
1 day faster than last quarter



Average of 2.7 days to answer letters
8.3 days faster than last quarter



MyHome users - 17,046 registered

Homes



85% customer satisfaction with responsive repairs
Up 2% from last quarter



99.69% of properties with a valid gas safety record
Up 0.1% from last quarter



94% of appointments kept
Down 4% from last quarter



98.6% of properties with a valid fire risk assessment
Down 1.4% from last quarter

Complaints

Formal Complaints acknowledged on time (within 2 days)



Target 95%
Achieved 100%

Customer Satisfaction with case handling



Target 60%
Achieved 64%

Formal Complaints responded to on time (within 10 days)



Target 90%
Achieved 96%

Anti-Social Behaviour

Customer satisfaction with case handling



Target 60%
Achieved 63%
Down 9% on last quarter