

Customer Commitments

Quarterly Report: Q2 2020/21



Customer Service



70% of enquiries responded to on time
Down 6% from last quarter



Average time to answer social media enquiries
1.6 hours



87% customer satisfaction with the Customer Service Centre
1% lower than last quarter



Average of 6.7 days to answer e mails
3.7 days slower than last quarter



Average of 6.1 days to answer letters
11% slower than last quarter



MyHome users - 8991 registered
1,709 more than last quarter

Assets



80% customer satisfaction with responsive repairs
Down 3% from last quarter



99.94% of properties with a valid gas safety record
Up 1.06% from last quarter



97% of appointments kept
Up 7% from last quarter



100% of properties with a valid fire risk assessment
No change from last quarter

Complaints

Formal Complaints acknowledged on time (within 2 days)



Target 95%
Achieved 99%

Customer Satisfaction with case handling



Target 60%
Achieved 46%

Formal Complaints responded to on time (within 10 days)



Target 90%
Achieved 92%

Anti-Social Behaviour

Serious cases responded to within 24 hours

Target 100%
Unavailable

Customer satisfaction with case handling

Target 60%
Achieved 36%

Down 15% on last quarter

