

# Customer Commitments

## Quarterly Report: Q4 2022/23



### Customer Service



73% of enquiries responded to on time  
Up 5% from last quarter



Average time to answer social media enquiries  
4.7 hours



86% customer satisfaction with the Customer Service Centre  
Up 1% from last quarter



Average of 4.7 days to answer e mails  
1.2 days quicker than last quarter



Average of 3.1 days to respond to letters received



MyHome users - 20,146 registered

### Homes



82% customer satisfaction with responsive repairs  
Down 3% from last quarter



99.87% of properties with a valid gas safety record  
Up 0.9% from last quarter



87% of appointments kept  
Down 3% from last quarter



100% of properties with a valid fire risk assessment  
Same as last quarter

### Complaints

Formal Complaints acknowledged on time (within 2 days)

Target 95%

Achieved 100%



Customer Satisfaction with case handling

Target 60%

Achieved 57%



Formal Complaints responded to on time (within 10 days)

Target 90%

Achieved 82%



### Anti-Social Behaviour

Customer satisfaction with case handling

Target 60%

Achieved 62%

Up 10% from last quarter

