

Customer Commitments

Quarterly Report: Q4 2019/20



Customer Service



78% of enquiries responded to on time
Up 1% from last quarter



Average time to answer social media enquiries
2.5 hours



28 seconds to answer a call
4% faster than last quarter



Average of 2.6 days to answer e mails
% faster than last quarter



Average of 6 days to answer letters
4% slower than last quarter



MyHome users - 5,919 registered
1,472 more than last quarter

Assets



92% customer satisfaction with responsive repairs
Down 1% from last quarter



99.98% of properties with a valid gas safety record
Down 0.01% from last quarter



94% of appointments kept
Down 1% 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 45%

Formal Complaints responded to on time (within 10 days)



Target 90%

Achieved 96%

Anti-Social Behaviour

Serious cases responded to within 24 hours

Target 100%

Achieved 93%

2% up on last quarter



Customer satisfaction with case handling

Target 60%

Achieved 58%

14% up on last quarter

