

# Customer Commitments

## Quarterly Report: Q3 2021/22



### Customer Service



67% of enquiries responded to on time  
**Down 3% from last quarter**



Average time to answer social media enquiries  
**5.2 hours**



85% customer satisfaction with the Customer Service Centre  
**1% lower than last quarter**



Average of 6.0 days to answer e mails  
**0.4 days faster than last quarter**



Average of 8.0 days to answer letters  
**2.7 days slower than last quarter**



MyHome users - 17,056 registered  
**800 more than last quarter**

### Homes



82% customer satisfaction with responsive repairs  
**Down 2% from last quarter**



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



94% of appointments kept  
**Down 4% 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 100%**

Customer Satisfaction with case handling



Target 60%  
**Achieved 60%**

Formal Complaints responded to on time (within 10 days)



Target 90%  
**Achieved 97%**

### Anti-Social Behaviour

Serious cases responded to within 24 hours

Target 100%  
**data unavailable**

Customer satisfaction with case handling

Target 60%  
**Achieved 51%**  
Up 11% on last quarter

