







Customer Commitments

Quarterly Report: Q1 2021/22



Customer Service

 <p>66% of enquiries responded to on time 7% lower than last quarter</p>	 <p>Average time to answer social media enquiries 277 Minutes</p>
 <p>85% customer satisfaction with the Customer Service Centre 4% lower than last quarter</p>	 <p>Average of 7.0 days to answer e mails 1.1 days longer than last quarter</p>
 <p>Average of 13.1 days to answer letters 8.4 days slower than last quarter</p>	 <p>MyHome users - 14,884 registered 1,526 more than last quarter</p>


Assets

 <p>85% customer satisfaction with responsive repairs Same as last quarter</p>	 <p>99.84% of properties with a valid gas safety record down 0.02% from last quarter</p>
 <p>97% of appointments kept Same as last quarter</p>	 <p>100% of properties with a valid fire risk assessment No change from last quarter</p>

Complaints

<p>Formal Complaints acknowledged on time (within 2 days)</p> <p>Target 95%  Achieved 100%</p>	<p>Customer Satisfaction with case handling</p> <p>Target 60%  Achieved 41%</p>	<p>Formal Complaints responded to on time (within 10 days)</p> <p>Target 90%  Achieved 83%</p>
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Anti-Social Behaviour

<p>Serious cases responded to within 24 hours</p> <p>Target 100% Unavailable</p>	<p>Customer satisfaction with case handling</p> <p>Target 60%  Achieved 47% Down 4% on last quarter</p>
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