

Customer Commitments

Quarterly Report: Q3 2020/21



Customer Service



89% customer satisfaction with the Customer Service Centre
2% Higher than last quarter



Average of 6.6 days to answer e mails
0.1days faster than last quarter



70% of enquiries responded to on time
Same as last quarter



Average of 8.5 days to answer letters
2.4days slower than last quarter



Average time to answer social media queries
2.4 hours



MyHome Users - 10,315 Registered
1,324 more than last quarter

Assets



89% of appointments kept
Down 8% from last quarter



99.95% of properties with a valid gas safety record
Up 0.01% from last quarter



81% customer satisfaction with responsive repairs
Up 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 100%

Customer Satisfaction with case handling



Target 60%
Achieved 65%

Formal Complaints responded to on time (10 days)



Target 90%
Achieved 94%

Anti-Social Behaviour

Serious cases responded to within 24 hours

Target 100%
Acheived 80%



Customer satisfaction with case handling

Target 60%
Achieved 49%

Up 13% from last quarter

