







Customer Commitments

Quarterly Report: Q4 2020/21



Customer Service

 <p>73% of enquiries responded to on time 3% higher than last quarter</p>	 <p>Average time to answer social media enquiries 40 Minutes</p>
 <p>89% customer satisfaction with the Customer Service Centre Same as last quarter</p>	 <p>Average of 5.9 days to answer e mails 0.7 days quicker than last quarter</p>
 <p>Average of 4.7 days to answer letters 3.8 days slower than last quarter</p>	 <p>MyHome users - 13,358 registered 3,043 more than last quarter</p>

Assets

 <p>85% customer satisfaction with responsive repairs Up 4% from last quarter</p>	 <p>99.86% of properties with a valid gas safety record down 0.11% from last quarter</p>
 <p>97% of appointments kept Up 8% from 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 57%</p>	<p>Formal Complaints responded to on time (within 10 days)</p> <p>Target 90%  Achieved 79%</p>
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Anti-Social Behaviour

<p>Serious cases responded to within 24 hours</p> <p>Target 100%  Achieved 89% Up 10% on last quarter</p>	<p>Customer satisfaction with case handling</p> <p>Target 60%  Achieved 49% Up 13% on last quarter</p>
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