## Customer Commitments Quarterly Report: Q2 2021/22



## **Customer Service**



70% of enquiries responded to on time

4% higher than last quarter



Average time to answer social media enquiries

120 Minutes



83% customer satisfaction with the Customer Service Centre

2% lower than last quarter



Average of 6.4 days to answer e mails 0.6 days less than last quarter



Average of 5.3 days to answer letters 7.8 days quicker than last quarter



MyHome users - 16,256 registered 1,372 more than last quarter

## Assets



84% customer satisfaction with responsive repairs
1% less than last quarter



99.79% of properties with a valid gas safety record

down 0.05% from last quarter



98% of appointments kept

1% higher than last quarter



100% of properties with a valid fire risk assessment

No change from last quarter

Formal Complaints responded

## Complaints

Formal Complaints acknowledged on time (within 2 days)

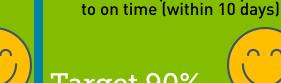
Target 95%

Achieved 100%

Customer Satisfaction with case handling

Target 60%

Achieved 63%



Target 90%

Achieved 95%



Serious cases responded to within 24 hours

Target 100%

**Unavailable** 

Customer satisfaction with case handling

Target 60%

Achieved 40%

Down 7% on last quarter

