







# Customer Commitments

## Quarterly Report: Q2 2021/22



### Customer Service

 <p>70% of enquiries responded to on time 4% higher than last quarter</p>	 <p>Average time to answer social media enquiries 120 Minutes</p>
 <p>83% customer satisfaction with the Customer Service Centre 2% lower than last quarter</p>	 <p>Average of 6.4 days to answer e mails 0.6 days less than last quarter</p>
 <p>Average of 5.3 days to answer letters 7.8 days quicker than last quarter</p>	 <p>MyHome users - 16,256 registered 1,372 more than last quarter</p>


### Assets

 <p>84% customer satisfaction with responsive repairs 1% less than last quarter</p>	 <p>99.79% of properties with a valid gas safety record down 0.05% from last quarter</p>
 <p>98% of appointments kept 1% higher than 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 63%</p>	<p>Formal Complaints responded to on time (within 10 days)</p> <p>Target 90%  Achieved 95%</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 40% Down 7% on last quarter</p>
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