

# How we performed (July - September 2023)

## Contacting us



average call  
waiting time

Target: 3 mins



number of  
compliments we  
received

Target: N/A



✓ Target: 92%

of Customer Service  
enquiries resolved first time

“Our call waiting times are well within our target of three minutes. If you can avoid our busiest times, we can usually answer calls even more quickly.”

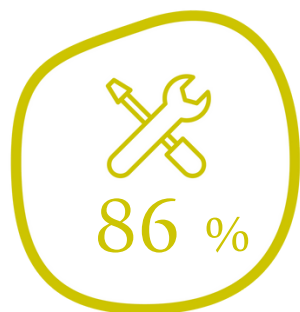
Amanda Libecans  
Customer Experience Manager

“We’re delighted to continue to be resolving most customer calls first time. If we can’t resolve your call straight away, we’ll ensure you get a call back from one of the team who can help.”

Amanda Libecans  
Customer Experience Manager

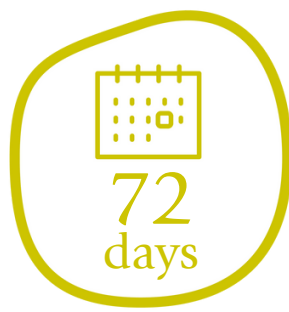


## How well we handle your repairs



of repairs jobs that are  
sorted first time  
around

Target: 92%



average time to  
complete a planned  
repair

Target: 85



of emergencies  
attended within  
4 hours

Target: 100%



of appointments  
made and kept

Target: 95%

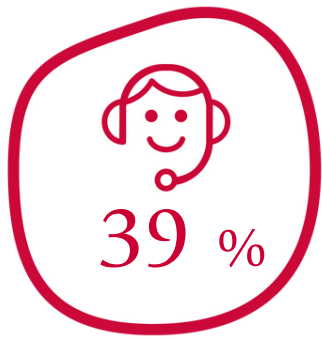


Our star result  
this quarter

PEAKS & PLAINS  
Housing Trust



## Tenant satisfaction



satisfaction with complaint handling

Target: N/A



overall tenant satisfaction

Target: 80%



of customers satisfied with our ASB service

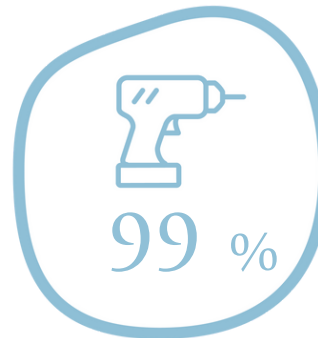
Target: 80%

“We’re seeking ways to improve how we deal with customer complaints, including making direct contact with customers and resolving complaints quickly.”

Amanda Libecans  
Customer Experience Manager

“We are really pleased that the ASB satisfaction has been increasing each month. We have amended our processes and introduced risk assessment, action plans and case closure letters for customers, giving them more oversight how their case has been managed and resolved and this is reflective in the increase in satisfaction.”

Donna Bradley  
Customer Resolution and Enforcement Manager



people who are satisfied with their home improvement

Target: 95%



of people who are satisfied with their new home

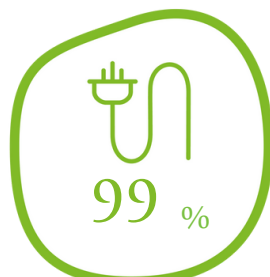
Target: 100%

## The condition and safety of your home



of homes with a gas supply that have an in date annual gas safety certificate

Target: 100%



of homes with an electrical safety certificate that is less than 10 years old

Target: 100%



of all safety testing, servicing and inspection completed year to date

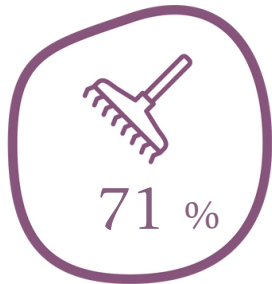
Target: 100%

“Within a year we complete 12,690 compliance based services, tests and inspections. Each month we monitor how many of these tests have surpassed their due date, and across the year we had an average of 99.56% of services completed ahead of their due date; meaning that on 59 out of the 12,690 were completed after their due dates.”

Laura Burton  
Compliance Manager

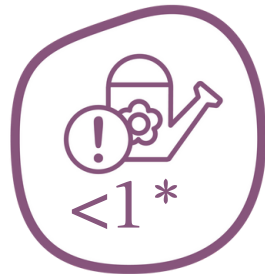


## Quality of our grounds maintenance



completion of agreed work by our grounds maintenance contractor

Target: 95%



complaints we get each month about grounds maintenance

Target: N/A

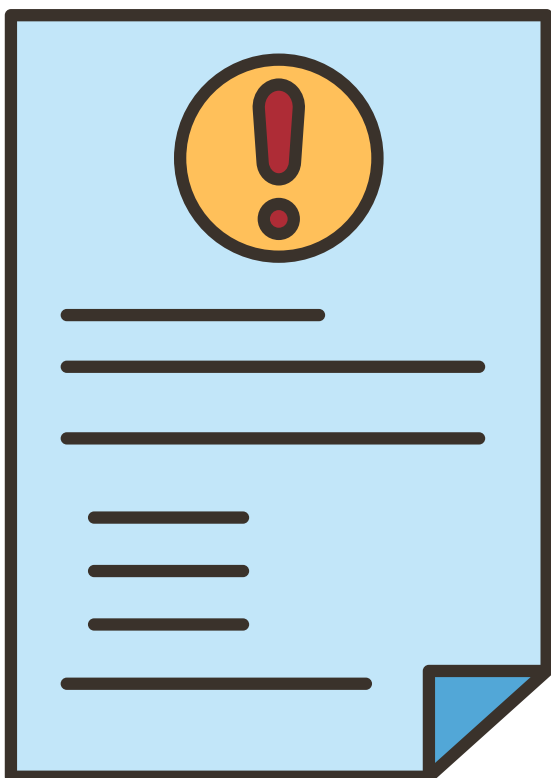
\*This figure only includes complaints at investigation and review stage. A form on the website was created in June due to the volume of phone calls we were receiving asking when the grass would be cut. This reduced this type of query to customer experience team and is still in place to date. We currently have no plans to remove this method of contact.

## Complaints for all our services



number of investigation complaints received

✓ Target: N/A



of complaints responded within timeframes

Target: 100%

“We value all complaint feedback and will work hard to put things right. The number of complaints we receive is reduced from last year.”

Amanda Libecans  
Customer Services Manager

