

How we performed (October - December 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 average call waiting times are well within our target of three minutes. We strive to answer your call as quickly as possible and ensure that quality is maintained each time you contact us. If you can avoid our busiest times which is usually 9-10:30am, we can usually answer calls even more quickly.”

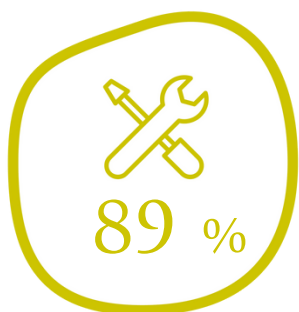
Amanda Libecans
Customer Experience Manager

“We’re delighted to continue to be resolving the majority of customer calls first time. We invest time in training our Customer Services team to keep them up to date with all services. Occasionally, we may be unable to resolve your call straight away but we’ll ensure you get a call back from one of the team who can help.”

Amanda Libecans
Customer Experience Manager

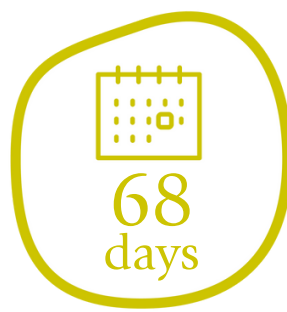


How well we handle your repairs



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%

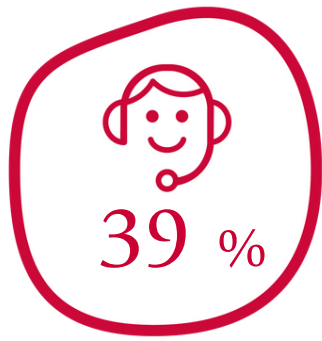


of appointments made and kept

Target: 95%



Tenant satisfaction



satisfaction with complaint handling

Target: N/A



overall tenant satisfaction

Target: 80%



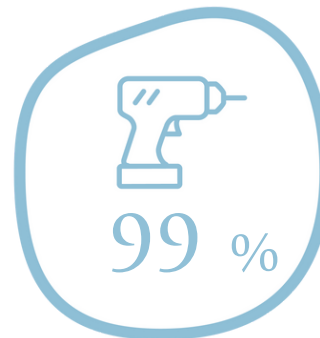
of customers satisfied with our ASB service

Target: 80%

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

Amanda Libecans
Customer Experience Manager

*There were no new build handovers over these three months.



people who are satisfied with their home improvement

Target: 95%



of people who are satisfied with their new home

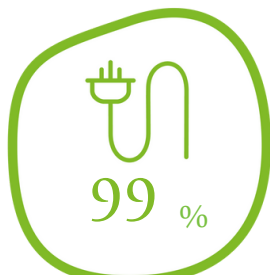
Target: 100%

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 5 years old

Target: 100%



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

Target: 100%

“Every Trust property with a gas supply has had a Landlords Gas Safety Record completed within the last 12 months, all the paperwork for which is held centrally”

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



*The contract for Idverde came to an end on 31st December 2023. We are in the process of consultation prior to awarding the new contract. Collation of comments and responses will be provided on our website for public viewing along with the award details.

Complaints for all our services



number of investigation* complaints received

✓ Target: N/A



of complaints responded within timeframes

Target: 100%

“We continue to answer the majority of complaints in time and strive to stay within the given timescales. When we are unable to do this, we will explain the reason why and agree a new date.”

Amanda Libecans
Customer Services Manager

*Investigation stage is the initial stage of our formal complaints procedure.

