

# Customer Commitments

## Quarterly Report: Q3 2022/23



### Customer Service



67% of enquiries responded to on time  
Up 2% from last quarter



Average time to answer social media enquiries  
2.5 hours



85% customer satisfaction with the Customer Service Centre  
Up 3% from last quarter



Average of 5.9 days to answer e mails  
0.7 days slower than last quarter



No customer letters received in Q3



MyHome users - 19,248 registered

### Homes



85% customer satisfaction with responsive repairs  
Down 2% from last quarter



99.78% of properties with a valid gas safety record  
Up 0.4% from last quarter



90% of appointments kept  
Same as last quarter



100% of properties with a valid fire risk assessment  
Same as last quarter

### Complaints

Formal Complaints acknowledged on time (within 2 days)

Target 95%  
Achieved 100%



Customer Satisfaction with case handling

Target 60%  
Achieved 44%



Formal Complaints responded to on time (within 10 days)

Target 90%  
Achieved 88%



### Anti-Social Behaviour

Customer satisfaction with case handling

Target 60%  
Achieved 52%  
Same as last quarter

