

Customer Commitments

Quarterly Report: Q1 2020/21



Customer Service



76% of enquiries responded to on time
Down 2% from quarter 4 2019/20



Average time to answer social media enquiries
1.5 hours



88% customer satisfaction with the Customer Service Centre



Average of 3.0 days to answer e mails
15% slower than last quarter



Average of 5.5 days to answer letters
8% faster than last quarter



MyHome users - 7,282 registered
1,363 more than last quarter

Assets



83% customer satisfaction with responsive repairs
Down 10% from last quarter



98.88% of properties with a valid gas safety record
Down 1.1% from last quarter



90% of appointments kept
Down 4% from last quarter



100% of properties with a valid fire risk assessment
No change from last quarter

Complaints

Formal Complaints acknowledged on time (within 2 days)



Target 95%
Achieved 99%

Customer Satisfaction with case handling



Target 60%
Achieved 50%

Formal Complaints responded to on time (within 10 days)



Target 90%
Achieved 92%

Anti-Social Behaviour

Serious cases responded to within 24 hours

Target 100%
Unavailable

Customer satisfaction with case handling

Target 60%
Achieved 51%

7% up on last quarter

