

Customer Commitments

Quarterly Report: Q4 2021/22



Customer Service



60% of enquiries responded to on time
Down 7% from last quarter



Average time to answer social media enquiries
2.3 hours



86% customer satisfaction with the Customer Service Centre
1% higher than last quarter



Average of 7.7 days to answer e mails
1.7 days slower than last quarter



Average of 11.0 days to answer letters
3 days slower than last quarter



MyHome users - 19,055 registered
1,999 more than last quarter

Homes



83% customer satisfaction with responsive repairs
Up 1% from last quarter



99.59% of properties with a valid gas safety record
Up 0.09% from last quarter



98% of appointments kept
Up 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 100%

Customer Satisfaction with case handling



Target 60%
Achieved 51%

Formal Complaints responded to on time (within 10 days)



Target 90%
Achieved 94%

Anti-Social Behaviour

Customer satisfaction with case handling

Target 60%

Achieved 72%

Up 21% on last quarter

