

# Customer Commitments

## Quarterly Report: Q2 2022/23



### Customer Service



65% of enquiries responded to on time  
**Down 8% from last quarter**



Average time to answer social media enquiries  
**2.3 hours**



82% customer satisfaction with the Customer Service Centre  
**Down 1% from last quarter**



Average of 5.2 days to answer e mails  
**1.5 days faster than last quarter**



Average of 1.3 days to answer letters  
**1.4 days faster than last quarter**



MyHome users - 19,169 registered

### Homes



87% customer satisfaction with responsive repairs  
**Up 2% from last quarter**



99.39% of properties with a valid gas safety record  
**Down 0.3% from last quarter**



90% of appointments kept  
**Down 4% from last quarter**



100% of properties with a valid fire risk assessment  
**Up 1.4% from last quarter**

### Complaints

Formal Complaints acknowledged on time (within 2 days)

Target 95%

Achieved 100%



Customer Satisfaction with case handling

Target 60%

Achieved 30%



Formal Complaints responded to on time (within 10 days)

Target 90%

Achieved 90%



### Anti-Social Behaviour

Customer satisfaction with case handling

Target 60%

Achieved 52%

Down 11% on last quarter

