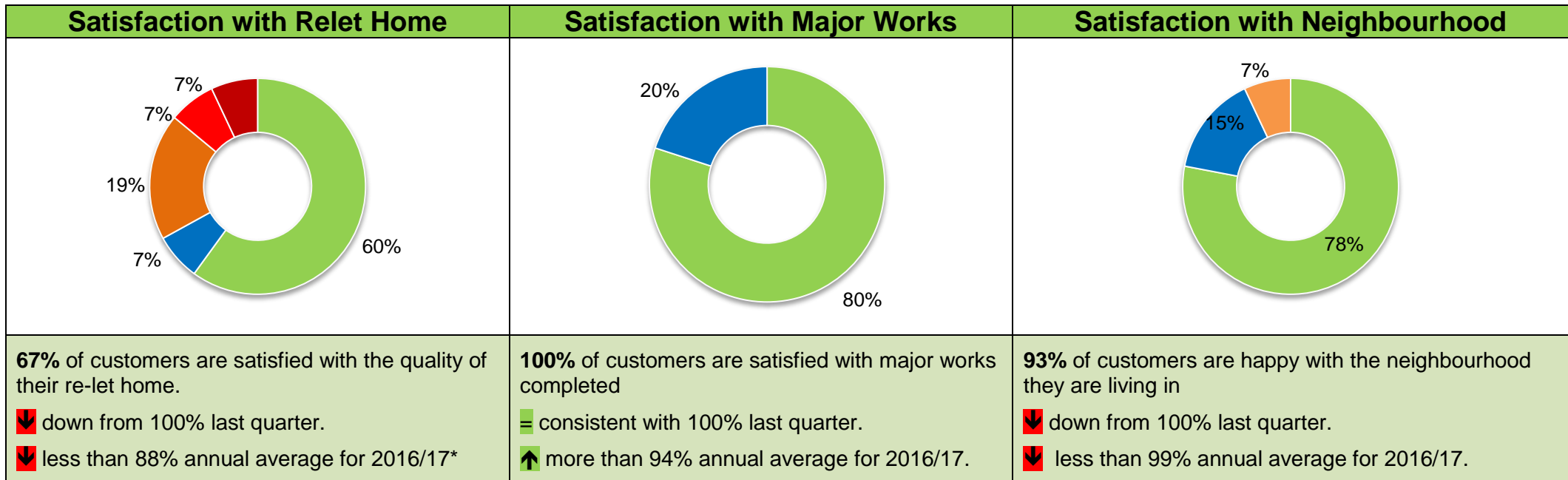
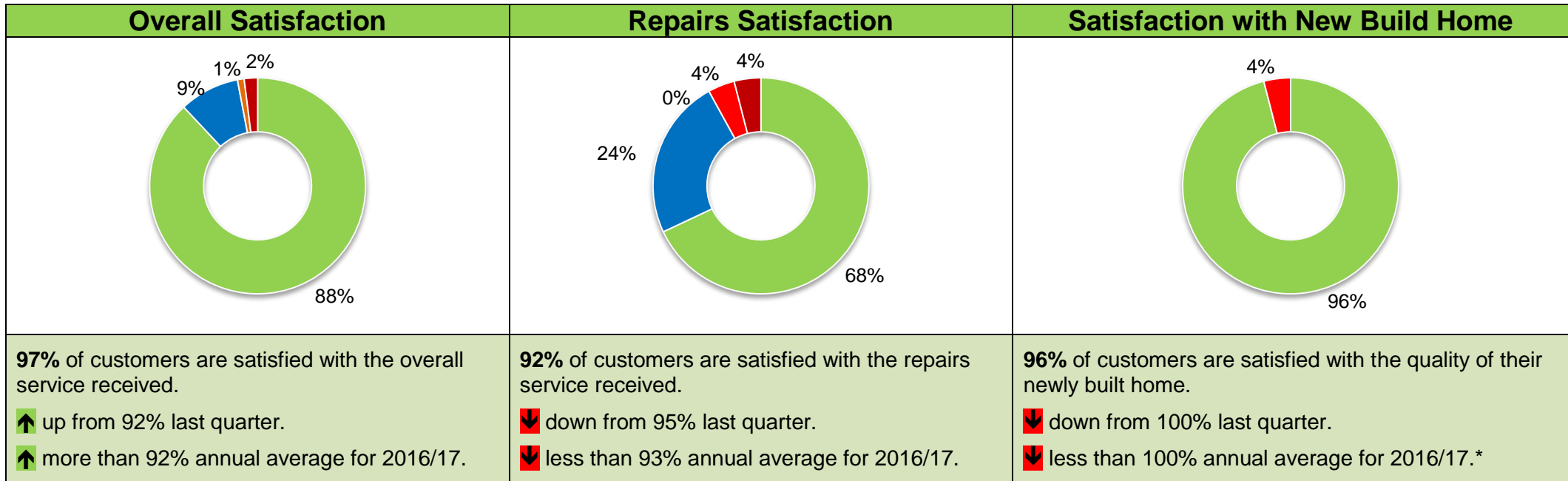




Customer Feedback and Performance




Quarter 1 – March 2017 to May 2017




Key


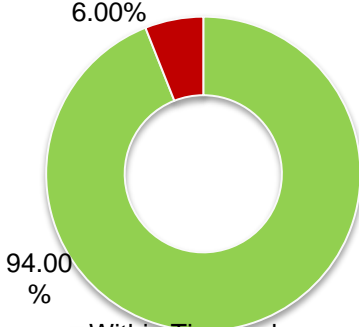
Very Satisfied Fairly Satisfied
Neither/Nor
Dissatisfied Very Dissatisfied




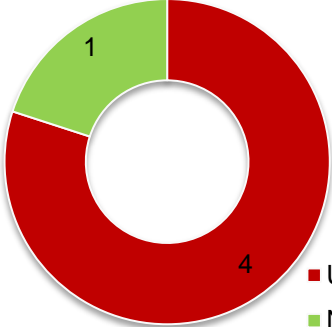
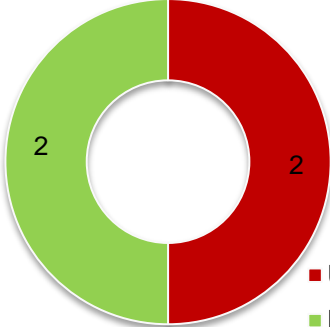
<p style="text-align: center;">1.65 hours</p> 	<p style="text-align: center;">5.82 days</p> 	<p style="text-align: center;">93%</p> <p style="text-align: center;">just fix it.</p>
<p>1.65 hours to complete emergency repairs ↓ down from last quarter - 1.80 hours ↓ down from 1.80 last year.</p>	<p>5.82 days to complete non-emergency repairs ↑ down from last quarter – 5.73 days ↑ down from 5.73 days last year.</p>	<p>93% completed first time ↓ down from last quarter – 94.2% ↑ up from 92% last year</p>

New Build Properties Completed	% Repairs Appointments Kept	Spend on void properties
 <p style="text-align: center;">58 new homes</p>	 <p style="text-align: center;">99.90%</p>	 <p style="text-align: center;">£85,011</p>
<p>58 new homes built so far. Year-end target of 269 new homes.</p>	<p>99.90% repairs appointments kept ↑ up from last quarter – 99.4% ↑ up from 99.4% last year.</p>	<p>£85,011 total spend on voids as per budget ** Under Budget</p>

Gross Rent Arrears as % of rent due	% of vacant houses	Rent lost on voids
 <p data-bbox="358 595 488 635">3.32%</p>	 <p data-bbox="1037 584 1160 624">0.93%</p>	 <p data-bbox="1753 547 1877 587">0.05%</p>
<p data-bbox="94 662 430 691">3.32% Gross rent arrears</p> <ul data-bbox="94 703 488 774" style="list-style-type: none"> ↓ up from 3.45 last quarter ↓ down from 3.45% last year. 	<p data-bbox="775 662 1285 691">0.93 % housing stock becoming vacant</p> <ul data-bbox="775 703 1196 774" style="list-style-type: none"> ↓ down from 1.20% last quarter ↓ down from 6.29% last year 	<p data-bbox="1456 662 1877 691">0.05% of rent lost through voids.</p> <ul data-bbox="1456 703 1877 774" style="list-style-type: none"> ↓ down from 0.38% last quarter ↓ down from 0.38% last year

Average relet time	Anti-social cases
<p data-bbox="667 890 833 930">16 Days</p> 	 <p data-bbox="1281 1137 1361 1185">94.00 %</p> <p data-bbox="1348 882 1429 906">6.00%</p> <ul data-bbox="1348 1201 1617 1265" style="list-style-type: none"> ■ Within Timescale ■ Not within Timescale
<p data-bbox="416 1295 810 1324">16 days is average relet time.</p> <ul data-bbox="416 1337 878 1423" style="list-style-type: none"> ↓ down from 19 days last quarter. ↓ down from 19 days last year. 	<p data-bbox="1097 1284 1675 1313">94% anti-social cases resolved within target</p> <ul data-bbox="1097 1326 1460 1396" style="list-style-type: none"> ↓ from 95% last quarter ↓ from 95% last year

Sickness absence	Health and Safety	Complaints Upheld
<p style="text-align: center;">1.2%</p> 		 <p style="text-align: center;">■ Investment ■ Customer Services</p>
<p>1.2% sickness levels. ▲ up from 0.9% last quarter ▼ down from 2.3% last year.</p>	<p>0 incidents reported to Health and Safety Executive.</p>	<p>Investment – three Service and two Repairs Contractor complaints. Customer Services - one Staff complaint</p>

Stage 1 Complaints	Stage 2 Complaints
 <p style="text-align: center;">■ Upheld ■ Not Upheld</p>	 <p style="text-align: center;">■ Upheld ■ Not Upheld</p>
<p>5 Stage 1 complaints received. ▼ down in number from last quarter 4 Stage 1 complaints upheld ▲ % increase from last quarter</p>	<p>4 Stage 2 complaints received. ▲ up in number from last quarter 2 Stage 2 complaints upheld ▼ % decrease from last quarter</p>



You Said, We Did

Detailed below are the actions we have taken as a result of customers' feedback and complaints for this quarter. Thank you for your feedback and for helping us to deliver better services to you.

We Asked About	You Said	We Did
Repairs Service	Dissatisfied with number of visits taken to complete repair.	This is an area which we are reviewing this year with our contractors. We are keen to improve our 'first time fix' performance and are currently reviewing data to try and identify certain trades or types of repairs that we need to focus on.
Allocations	Could have been given more notice before moving and better quality information.	We have recently increased the number of staff in our team to help improve customer service in this area. We have also introduced Learning Exchange meetings after new build site handovers to consider what worked well, what we should continue to do, and what we might change for the future. We are also developing an online video for potential customers to provide information on the application process in a straightforward and easy to understand way.
New Build Homes	Concerns with window catches in a new build estate.	We have visited our properties in this estate to ensure that the window catches are safe and meet all regulations and standards, which they do.
	Seeking clarification on who was responsible for grass cutting.	Provided further details in relation to new build homes and picked up quality issues with contractor.
Cyclical Works	Unhappy that had been advised that no access given for electrical works, when indeed had and works were complete.	Apologised to customer and followed this up with contractor to check database and contact arrangements.
Health and Safety	Customer unhappy that advised that items cannot be left in closes or will be removed.	Apologised to customer that information came across negatively, however reinforced that no items can be left in closes as this poses a health and safety and fire risk to customer and neighbours.