

Customer Feedback and Performance Quarter 2 (2017/18)




Key


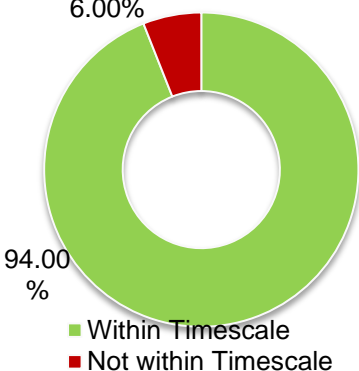




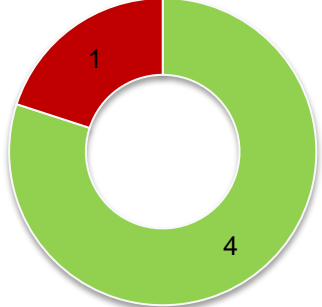
Overall Satisfaction	Repairs Satisfaction	Satisfaction with New Build Home
<p>99% of customers are satisfied with the overall service received.</p> <p>▲ up from 97% last quarter.</p> <p>▲ more than 92% annual average for 2016/17.</p>	<p>99% of customers are satisfied with the repairs service received.</p> <p>▲ up from 92% last quarter.</p> <p>▲ more than 93% annual average for 2016/17.</p>	<p>100% of customers are satisfied with the quality of their newly built home.</p> <p>▲ up from 96% last quarter.</p> <p>■ consistent with 100% annual average for 2016/17.</p>

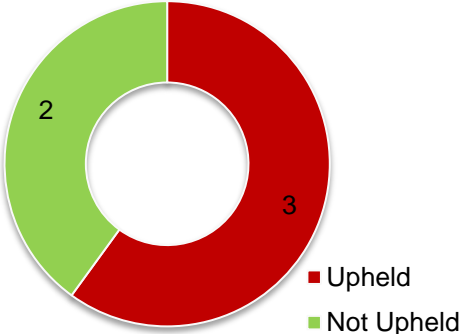
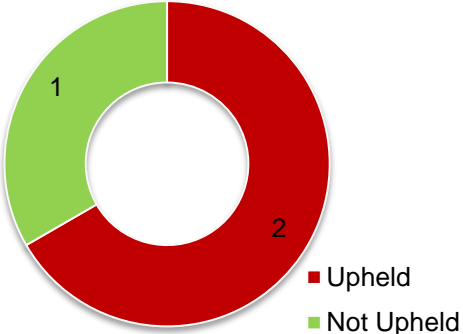
Satisfaction with Relet Home	Satisfaction with Major Works	Satisfaction with Neighbourhood
<p>79% of customers are satisfied with the quality of their re-let home.</p> <p>▼ down from 80% last quarter.</p> <p>▼ less than 88% annual average for 2016/17.</p>	<p>100% of customers are satisfied with major works completed</p> <p>■ consistent with 100% last quarter.</p> <p>▲ more than 94% annual average for 2016/17.</p>	<p>96% of customers are happy with the neighbourhood they are living in</p> <p>▲ up from 92% last quarter.</p> <p>▼ less than 99% annual average for 2016/17.</p>

<p style="text-align: center;">1.58 hours</p> 	<p style="text-align: center;">6.08 days</p> 	<p style="text-align: center;">92%</p> <p style="text-align: center;">just fix it.</p>
<p>1.58 hours to complete emergency repairs ↓ down from last quarter - 1.65 hours ↓ down from 1.80 last year.</p>	<p>6.08 days to complete non-emergency repairs ↑ up from last quarter – 5.82 days ↑ up from 5.73 days last year</p>	<p>92% completed first time ↓ down from last quarter – 93% = consistent with 92% last year</p>

Gross Rent Arrears as % of rent due	% of vacant houses	Rent lost on voids
 <p style="text-align: center;">3.13%</p>	 <p style="text-align: center;">2.08%</p>	 <p style="text-align: center;">0.14%</p>
<p>3.13% Gross rent arrears ↓ down from 3.32 last quarter ↓ down from 3.45% last year.</p>	<p>2.08% housing stock becoming vacant Target for 17/18 – 5.8% ↓ down from 6.29% last year</p>	<p>0.14% of rent lost through voids. Target for 17/18 – 0.35% ↓ down from 0.38% last year</p>

Average re-let time	Anti-social cases
<p style="text-align: center;">15.49 Days</p> 	 <p style="text-align: center;">94.00% 6.00%</p> <p style="text-align: center;">■ Within Timescale ■ Not within Timescale</p>
<p>15.49days is average re-let time. ↓ down from 16 days last quarter. ↓ down from 19 days last year.</p>	<p>93% anti-social cases resolved within target Target for 17/18 – 93% ↓ down from 95% last quarter ↓ down from 95% last year</p>

Sickness absence	Health and Safety	Complaints Upheld
<p style="text-align: center;">0.1%</p> 		 <p style="text-align: center;">■ Investment ■ Customer Services</p>
<p>0.1% sickness levels. ↓ down from 0.9% last quarter ↓ down from 2.3% last year.</p>	<p>0 incidents reported to Health and Safety Executive.</p>	<p>Investment –3 Repairs Contractor complaints, 1 new build contractor complaint and 1 service complaint. Customer Services - one service complaint</p>

Stage 1 Complaints	Stage 2 Complaints
 <p>A donut chart representing Stage 1 complaints. The chart is divided into two segments: a red segment representing 'Upheld' complaints, which is labeled with the number '3', and a green segment representing 'Not Upheld' complaints, which is labeled with the number '2'. A legend to the right of the chart shows a red square for 'Upheld' and a green square for 'Not Upheld'.</p>	 <p>A donut chart representing Stage 2 complaints. The chart is divided into two segments: a red segment representing 'Upheld' complaints, which is labeled with the number '2', and a green segment representing 'Not Upheld' complaints, which is labeled with the number '1'. A legend to the right of the chart shows a red square for 'Upheld' and a green square for 'Not Upheld'.</p>
<p>5 Stage 1 complaints received. = equal to number from last quarter 3 Stage 1 complaints upheld ↓ % increase from last quarter</p>	<p>3 Stage 2 complaints received. ↓ down in number from last quarter 2 Stage 2 complaints upheld = same as 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
New Supply		
Satisfaction with New Home	Customer expected white goods to be fitted	Ensure in the future that all staff are clear on what is/not being provided at handover
	Lacking Storage Space	Storage space is generally generous in our New Supply properties but will be mindful of this in future developments
	Fridge space is too small	Kitchens are designed to accommodate standard size appliances throughout in line with CVHA's Standard Specification
Repairs & Maintenance		
Major Works (Repairs) Bin Stores Removed	Brick bin enclosure removed from front of house. Worried wheelie bins may strike cars.	Homes constructed prior to Local Authority increase in Recycling refuse bins (1no bin now increased to 4no per property) Single sized store no longer fit for purpose and removed to increase room for additional bins. To be noted for all future new build developments.
General repairs and Maintenance	Various queries regarding dissatisfaction	All areas of dissatisfaction raised by the customers have been passed to the repairs team to call back and where appropriate, a technical Inspector will visit to follow up and address any customer concerns.
Voids	Responses received from relet customers.	Going forward where customers raise concerns with the standard of void properties a Technical Inspector will visit to follow up and address any customer concerns.
Asset Management		
Major Works (Kitchen)	Not all selected door facings and handles were available to contractor at time of installation. Repeat visit required to finish.	Contractor thought it best to fit majority of kitchen units as per agreed installation date. Asset Manager asked contractor to ensure options are made available to customer, delay installation until all parts available or ensure customer is happy with 2 separate visits.
Major Works (Fencing)	Replacement Fence not installed	Contractor instructed to replace fence but works not undertaken. Asset Manager to ensure fence repairs are instructed via CVHA repairs system to ensure works are completed and progress of repair can be tracked.