



Customer Feedback and Performance Quarter 3 2017.18



Key






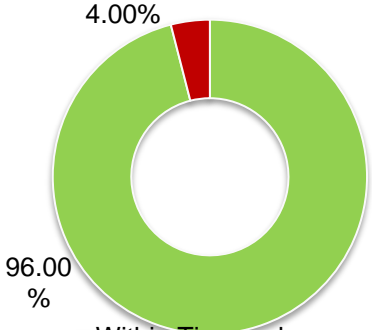
Overall Satisfaction	Repairs Satisfaction	Satisfaction with New Build Home
<p>96% of customers are satisfied with the overall service received.</p> <p>↓ down from 99% last quarter.</p> <p>↑ more than 92% annual average for 2016/17.</p>	<p>97% of customers are satisfied with the repairs service received.</p> <p>↓ down from 99% 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>≡ consistent with results from last quarter.</p>


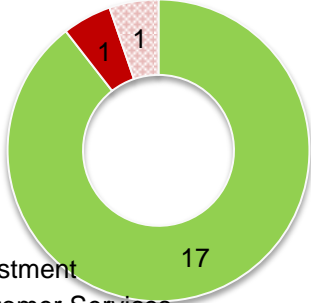
Satisfaction with Relet Home	Satisfaction with Major Works	Satisfaction with Neighbourhood
<p>81% of customers are satisfied with the quality of their re-let home.</p> <p>↑ up from 79% last quarter.</p>	<p>96% of customers are satisfied with major works completed</p> <p>↓ down from 100% last quarter.</p> <p>↑ more than 94% annual average for 2016/17.</p>	<p>90% of customers are happy with the neighbourhood they are living in</p> <p>↓ down from 96% last quarter.</p> <p>↓ less than 99% annual average for 2016/17.</p>

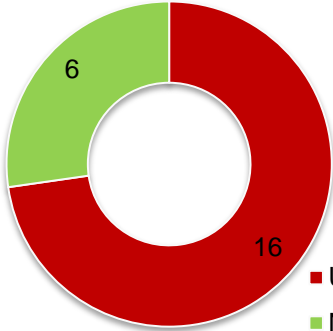
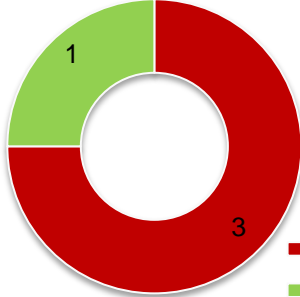
<p style="text-align: center;">1.95 hours</p> 	<p style="text-align: center;">6.34 days</p> 	<p style="text-align: center;">94%</p> <p style="text-align: center;">just fix it.</p>
<p>1.95 hours to complete emergency repairs</p> <ul style="list-style-type: none"> ▲ up from last quarter - 1.62 hours ▲ up from 1.80 last year. 	<p>6.34 days to complete non- emergency repairs</p> <ul style="list-style-type: none"> ▲ up from last quarter – 5.95 days ▲ up from 5.73 days last year. 	<p>94% completed first time</p> <ul style="list-style-type: none"> ▲ up from last quarter – 92% ▲ up from 92% last year

New Build Properties Completed	% Repairs Appointments Kept
 <p style="text-align: center;">156 new homes</p>	 <p style="text-align: center;">99.71%</p>
<p style="text-align: center;">156 new homes built so far. Year-end target of 269 new homes.</p>	<p>99.71% repairs appointments kept</p> <ul style="list-style-type: none"> ▲ up from last quarter – 92% ▲ up from 92% last year.

Gross Rent Arrears as % of rent due	% of vacant houses
 <p data-bbox="689 593 824 635">3.04%</p>	 <p data-bbox="1406 582 1541 624">1.05%</p>
<p data-bbox="409 662 745 691">3.04% Gross rent arrears</p> <ul style="list-style-type: none"> <li data-bbox="409 703 808 734">↓ down from 3.13 last quarter <li data-bbox="409 743 808 774">↓ down from 3.77% last year. 	<p data-bbox="1124 662 1641 691">1.05 % housing stock becoming vacant</p> <ul style="list-style-type: none"> <li data-bbox="1124 703 1547 734">↓ down from 2.08% last quarter <li data-bbox="1124 743 1520 774">↓ down from 6.29% last year

Average relet time	Anti-social cases
<p data-bbox="656 887 857 928">14.9 Days</p> 	 <p data-bbox="1373 879 1462 906">4.00%</p> <p data-bbox="1294 1134 1373 1190">96.00 %</p> <ul style="list-style-type: none"> <li data-bbox="1368 1206 1592 1230">■ Within Timescale <li data-bbox="1368 1238 1637 1262">■ Not within Timescale
<p data-bbox="409 1294 824 1323">14.9 days is average relet time.</p> <ul style="list-style-type: none"> <li data-bbox="409 1335 869 1366">↓ down from 19 days last quarter. <li data-bbox="409 1375 824 1406">↓ down from 19 days last year. 	<p data-bbox="1124 1286 1704 1315">96% anti-social cases resolved within target</p> <ul style="list-style-type: none"> <li data-bbox="1124 1327 1480 1358">↑ up from 93% last quarter <li data-bbox="1124 1367 1458 1398">↑ up from 95% last year

Sickness absence	Complaints Upheld
<p style="text-align: center;">3.97%</p> 	 <p>■ Investment 17 ■ Customer Services 1 ■ CVPS 1</p>
<p style="text-align: center;">3.97% sickness levels.</p> <p>▲ up from 0.8% last quarter ▲ up from 2.3% last year.</p>	<p>Investment – three Service and fourteen Contractor complaints.</p> <p>Customer Services - one Service complaint</p> <p>CVPS – one Contractor Complaint</p>

Stage 1 Complaints	Stage 2 Complaints
 <p>■ Upheld 16 ■ Not Upheld 6</p>	 <p>■ Upheld 3 ■ Not Upheld 1</p>
<p>22 Stage 1 complaints received.</p> <p>▲ Up 17 from last quarter</p> <p>16 Stage 1 complaints upheld</p> <p>▲ 12% increase from last quarter</p>	<p>4 Stage 2 complaints received.</p> <p>▲ up 1 from last quarter</p> <p>3 Stage 2 complaints upheld</p> <p>▲ 9% increase 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
Amount of Notice given to new tenants	Amount of Notice was not long enough	Difficult to balance minimising void/rent loss and customer satisfaction. All tenants being offered a new build property should have had at least 1 months' notice, some a lot longer. For relets we start the notice period when the outgoing tenant gives their 28 days' notice. The only exceptions to this are when there are refusals and the house is ready for let. We will try to ensure as much notice as possible is given to prospective tenants, giving advice on benefits available to help with costs.
Welfare Benefits Advice	Not aware what the advisor had to do after the visit/appointment.	Reminded all relevant staff on sending a letter to all customers after their appointment, detailing what the tenant had to do and what the advisor had to do (if any)
Advice on Tenancy Policy and Procedure	Different advice from different members of staff	Training and refresh of policy and procedure concerned to ensure consistency going forward.