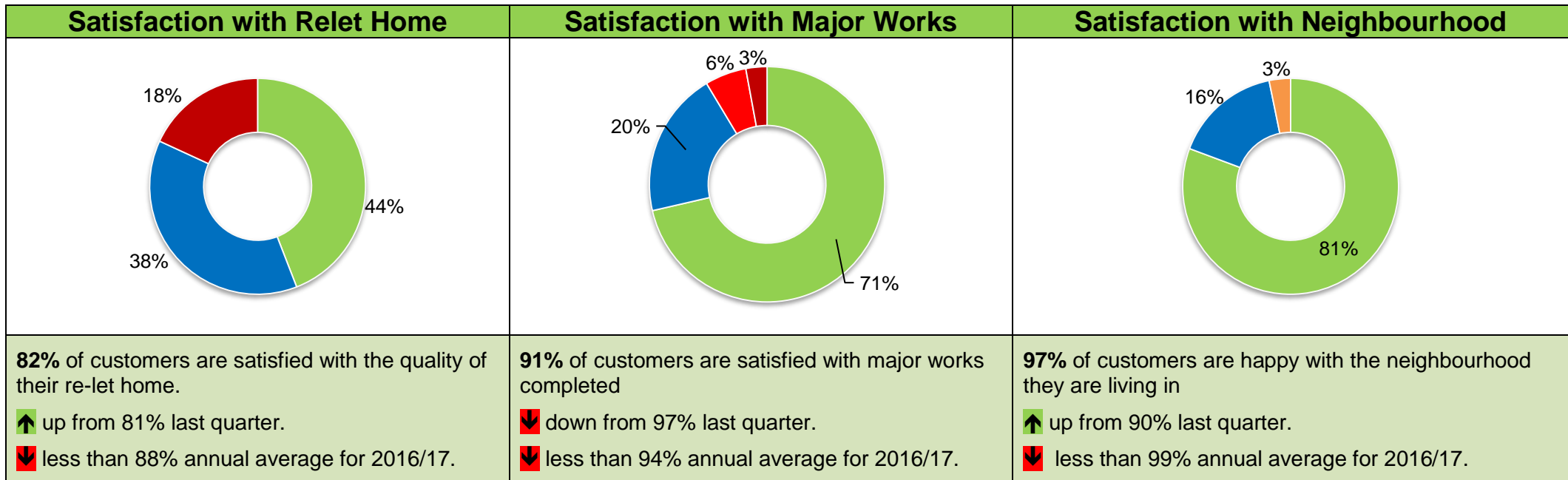
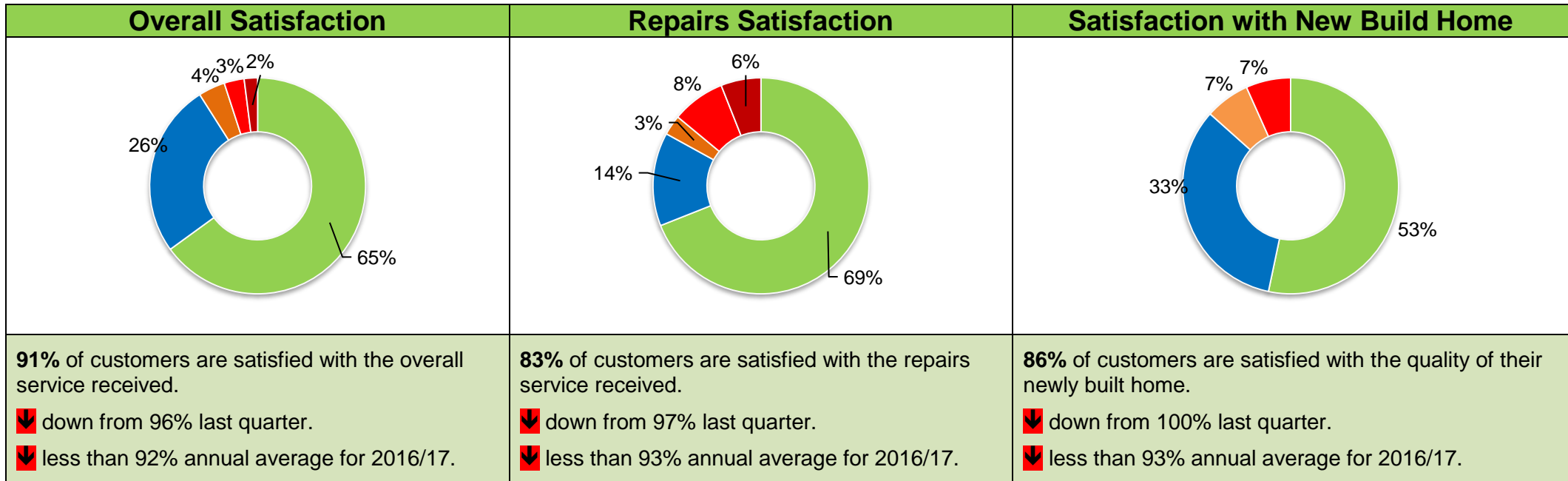






Customer Feedback and Performance Quarter 4 2017.18



Key


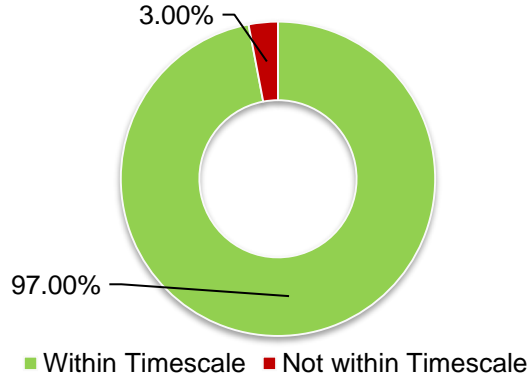
Very Satisfied Fairly Satisfied
Neither/Nor
Dissatisfied Very Dissatisfied


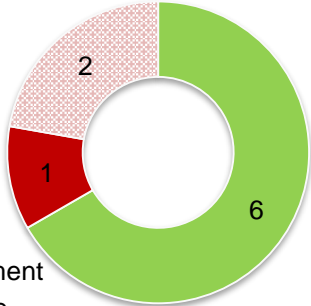


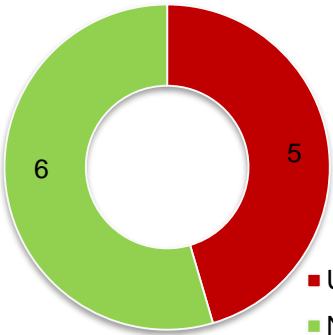
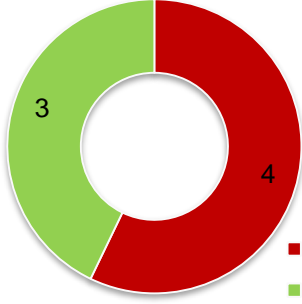
<p style="text-align: center;">1.89 hours</p> 	<p style="text-align: center;">6.34 days</p> 	<p style="text-align: center;">94.72%</p> <p style="text-align: center;">just fix it.</p>
<p>1.89 hours to complete emergency repairs</p> <p>▲ up from last quarter - 1.95 hours</p> <p>▼ down from 1.70 last year.</p>	<p>6.34 days to complete non-emergency repairs</p> <p>▲ up from last quarter – 5.95 days</p> <p>▲ up from 6.1 days last year.</p>	<p>94.72% completed first time</p> <p>▲ up from last quarter – 94%</p> <p>▲ up from 93.5% last year</p>

New Build Properties Completed	% Repairs Appointments Kept
 <p style="text-align: center;">188 new homes</p>	 <p style="text-align: center;">99.24%</p>
<p style="text-align: center;">188 new homes built so far. Year-end target of 269 new homes.</p>	<p>99.24% repairs appointments kept</p> <p>▼ down from last quarter – 99.74%</p> <p>▼ down from 99.4% last year.</p>

Gross Rent Arrears as % of rent due	% of vacant houses
 <p data-bbox="689 590 824 635">2.95%</p>	 <p data-bbox="1406 582 1541 627">1.87%</p>
<p data-bbox="409 662 745 691">2.95% Gross rent arrears</p> <p data-bbox="409 702 835 730">↓ down from 3.04% last quarter</p> <p data-bbox="409 742 801 770">↓ down from 3.77% last year.</p>	<p data-bbox="1124 662 1641 691">1.87 % housing stock becoming vacant</p> <p data-bbox="1124 702 1550 730">↓ down from 1.05% last quarter</p> <p data-bbox="1124 742 1518 770">↓ down from 6.29% last year</p>

Average relet time	Anti-social cases
<p data-bbox="672 885 840 930">16 Days</p> 	 <p data-bbox="1243 1220 1758 1252">■ Within Timescale ■ Not within Timescale</p>
<p data-bbox="409 1284 801 1313">16 days is average relet time.</p> <p data-bbox="409 1332 857 1361">↑ up from 14.9 days last quarter.</p> <p data-bbox="409 1380 835 1409">↓ down from 19 days last year.</p>	<p data-bbox="1124 1284 1709 1313">97% anti-social cases resolved within target</p> <p data-bbox="1124 1324 1485 1353">↑ up from 96% last quarter</p> <p data-bbox="1124 1364 1462 1393">↑ up from 95% last year</p>

Sickness absence	Complaints Upheld
<p style="text-align: center;">2.2%</p> 	 <p>■ Investment ■ Finance ■ CVPS</p>
<p style="text-align: center;">2.2% sickness levels.</p> <p>▲ up from 1.77% last quarter ▲ up from 2.1% last year.</p>	<p style="text-align: center;">Investment – two Service and four Contractor complaints.</p> <p style="text-align: center;">Finance – one complaint</p> <p style="text-align: center;">CVPS – one Contractor and one Service Complaint</p>

Stage 1 Complaints	Stage 2 Complaints
 <p>■ Upheld ■ Not Upheld</p>	 <p>■ Upheld ■ Not Upheld</p>
<p>11 Stage 1 complaints received.</p> <p>▼ down from 22 from last quarter</p> <p>5 Stage 1 complaints upheld</p>	<p>7 Stage 2 complaints received.</p> <p>▲ up 4 from last quarter</p> <p>4 Stage 2 complaints upheld</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
Satisfaction with New Build house	For Q4 2017/18 all 15 customers interviewed were satisfied with their new home with one customer neither/nor	No Action required
Repairs	Decrease in levels of customer satisfaction with repairs service from Q3 (97%) to Q4 (84%) We will continue to monitor feedback and results in relation to the service	We will review the areas of dissatisfaction and discuss with contractors. We also review the small number of cases where customers are dissatisfied with our service to promote continuous improvement.
We asked how satisfied you were with follow up settling in visits.	You said that you felt we could improve our follow up procedures and that you would appreciate staff checking in to see how you were settling into your new home.	We will endeavour to ensure that we carry out a follow up visit within 6 weeks of your move in date. If you need to contact us earlier, we will make sure you have your Tenancy Sustainment Officer's direct telephone number, to contact us if you need help and support.



You Said, We Did

Recognising our People

Q7a Name	Q7b Description of what they did
Andrea	Knowledgeable and very helpful.
Carol Cunningham	Explained things very well.
Carol Patterson	Carol was very helpful and friendly.
	Very helpful from start to finish, the help was fantastic.
Graham	He was very helpful.
	Very helpful.
Graham Bell	Very helpful and got someone to come out to show me how heating worked.
Head of Estates	He understood my problem.
Janet King	Very helpful and went over all information thoroughly.
Janette - deals with rent	She was very helpful. If I call and she's not at desk she always calls me back. I know they're only a call away if I need help.
Jennifer and Carol - Housing officers	Helped a lot, gave good advice.
Julie - Housing officer	Filled out all the forms. Explained everything to me.
	Very helpful and informative, went out her way to help.
Kim	She bent over backwards to help me.
Kim Walker	Lovely. Explained everything, very helpful.
	Very good and helpful to tenants.
	Kept me up to date and very helpful.
Mark	He did his best to help me.
Steven - contractor	Very polite, did a good job.
Wendy Manson	She is lovely and always answers. Resolves your enquiry as quickly as possible.