



# Customer Feedback and Performance Quarter 1 2018.19



Key






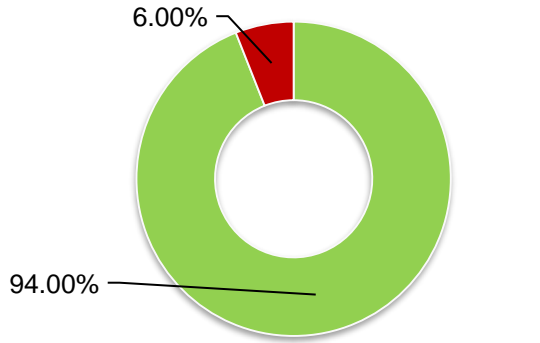
Overall Satisfaction	Repairs Satisfaction	Satisfaction with New Build Home
<p><b>85%</b> of customers are satisfied with the overall service received.</p> <p>⬇️ down from 91% last quarter.</p> <p>⬇️ less than 96% annual average for 2017/18.</p>	<p><b>87%</b> of customers are satisfied with the repairs service received.</p> <p>⬆️ up from 83% last quarter.</p> <p>⬇️ less than 93% annual average for 2017/18.</p>	<p><b>100%</b> of customers are satisfied with the quality of their newly built home.</p> <p>⬆️ up from 86% last quarter.</p> <p>⬆️ more than 98% annual average for 2017/18.</p>


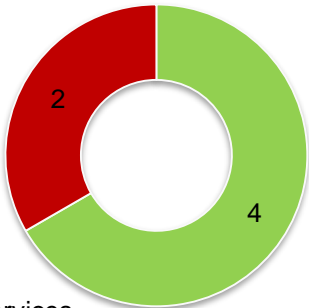
Satisfaction with Relet Home	Satisfaction with Major Works	Satisfaction with Neighbourhood
<p><b>92%</b> of customers are satisfied with the quality of their re-let home.</p> <p>⬆️ up from 82% last quarter.</p> <p>⬆️ more than 80% annual average for 2017/18.</p>	<p><b>77%</b> of customers are satisfied with major works completed</p> <p>⬇️ down from 97% last quarter.</p> <p>⬇️ less than 94% annual average for 2017/18.</p>	<p><b>95%</b> of customers are happy with the neighbourhood they are living in</p> <p>⬇️ down from 97% last quarter.</p> <p>⬆️ more than 94% annual average for 2017/18.</p>

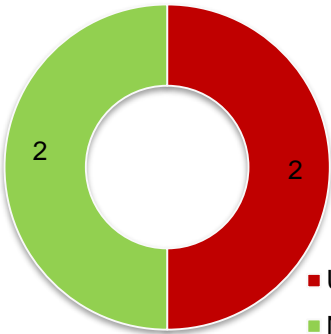
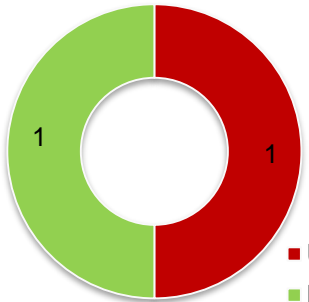
<p style="text-align: center;"><b>1.70 hours</b></p> 	<p style="text-align: center;"><b>6.72 days</b></p> 	<p style="text-align: center;"><b>94.56%</b></p> <p style="text-align: center;">just fix it.</p>
<p><b>1.70 hours</b> to complete emergency repairs</p> <p>▲ up from last quarter - 1.89hours</p> <p>▲ up from 1.80 last year.</p>	<p><b>6.72 days</b> to complete non- emergency repairs</p> <p>▲ up from last quarter – 6.34 days</p> <p>▲ up from 6.1 days last year.</p>	<p><b>94.56%</b> completed first time</p> <p>▼ down from last quarter – 94.72%</p> <p>▲ up from 93.5% last year</p>

New Build Properties Completed	% Repairs Appointments Kept
 <p style="text-align: center;"><b>45 new homes</b></p>	 <p style="text-align: center;"><b>99.75%</b></p>
<p style="text-align: center;"><b>45 new homes built so far.</b></p> <p style="text-align: center;">Year-end target of 306 new homes.</p>	<p><b>99.75%</b> repairs appointments kept</p> <p>▲ up from last quarter – 99.24%</p> <p>▲ up from 99.4% last year.</p>

Gross Rent Arrears as % of rent due	% of vacant houses
 <p data-bbox="689 590 824 635"><b>2.97%</b></p>	 <p data-bbox="1406 582 1541 627"><b>0.78%</b></p>
<p data-bbox="409 662 745 691"><b>2.97%</b> Gross rent arrears</p> <ul style="list-style-type: none"> <li data-bbox="409 702 835 734">↓ down from 3.04% last quarter</li> <li data-bbox="409 742 801 774">↓ down from 3.77% last year.</li> </ul>	<p data-bbox="1124 662 1641 691"><b>0.78 %</b> housing stock becoming vacant</p> <ul style="list-style-type: none"> <li data-bbox="1124 702 1550 734">↓ down from 1.05% last quarter</li> <li data-bbox="1124 742 1518 774">↓ down from 6.29% last year</li> </ul>

Average relet time	Anti-social cases
<p data-bbox="672 885 840 930"><b>24 Days</b></p> 	 <p data-bbox="1220 1220 1758 1252">■ Within Timescale ■ Not within Timescale</p>
<p data-bbox="409 1284 801 1316"><b>24 days</b> is average relet time.</p> <ul style="list-style-type: none"> <li data-bbox="409 1332 846 1364">↑ up from 14.9 days last quarter.</li> <li data-bbox="409 1380 790 1412">↑ up from 19 days last year.</li> </ul>	<p data-bbox="1124 1284 1709 1316"><b>94%</b> anti-social cases resolved within target</p> <ul style="list-style-type: none"> <li data-bbox="1124 1324 1541 1356">↓ down from 96% last quarter</li> <li data-bbox="1124 1364 1496 1396">↓ down from 95% last year</li> </ul>

Sickness absence	Complaints Upheld
<p style="text-align: center;">1.4%</p> 	 <p>■ Investment ■ Customer Services ⊗ CVPS</p>
<p style="text-align: center;">1.4% sickness levels.</p> <p>⬆ up from 2.2% last quarter ⬆ up from 2.1% last year.</p>	<p style="text-align: center;">Investment – 1 contractor and 3 service Customer Services - one Service complaint and one housing complaints</p>

Stage 1 Complaints	Stage 2 Complaints
 <p>■ Upheld ■ Not Upheld</p>	 <p>■ Upheld ■ Not Upheld</p>
<p>4 Stage 1 complaints received. ⬇ down from 11 last quarter 2 Stage 1 complaints upheld</p>	<p>2 Stage 2 complaints received. ⬇ from 7 last quarter 1 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 & Maintenance	11 out of 16 respondents were satisfied with the standard of their home when moving in, this represents around 69% of customers satisfied	We will discuss the level of satisfaction and dissatisfaction with staff at the team meeting. Over the coming weeks we will also raise this with contractors to make them aware of the drop in satisfaction levels .
Allocations	A minority of customers said that they felt they weren't given enough of a notice period to move into their new home.	We will endeavour to give as much notice as possible for your move. Where we are only able to give a shorter notice period, we will explain why and we will give as much help and support as we can to help you move.

## You Said, We Did

### Recognising our People



Q7a Name	Q7b Description of what they did
Alan Anderson and Julie Bell	They followed through with extra help.
Allan.	He let me know what was happening.
Andrea Docherty	She was really helpful, if I ever needed any help she phoned straight away.
	She helped me a lot and also helped me get a community care grant.
	She was very helpful and explained everything I needed to know very clearly.
	She came out to see me and made sure I was settled in ok.
	She was polite and professional. She is a lovely person and made everything straight forward.
Becky Cassidy	She did her best to help me.
Carol - Welfare benefits.	She helped me a lot.
	More than helpful - she came to my home to fill out forms because my issues walking meant I couldn't get to the office.
	She was very helpful.
	My benefits got changed from ESA to Universal credit and she helped with that.
	She's been really helpful with my rent etc as I've gone self-employed and she's helping me with my money.
Janet	She was very helpful.
Janet King	Everything was good. She was helpful, friendly and very kind to me.
Julie	Very helpful, she made me feel at ease and ran through data protection.
Janet King	She spoke to neighbours about the garden and the issue was resolved.
Kim	She explained when everything would be done, very helpful.
Mathew	He always does what he says he will, really good communication.
Matthew / Randolph	Any issues I have had, he has been very helpful.
Randolph.	He was very helpful getting all outstanding things done before me moving in.
Randolph.	Face to face meeting to discuss issues.

Shaun Quinn	He kept me up to date with the moving date and if there were any missed calls, he called me back.
	He was very helpful and had a lot of information. I had a problem with a voucher and he helped.
	He kept me up to date with the house and answered any questions I had.
	Information he gave us was honest and helpful.
	Met me at my property and explained everything to me and gave me the keys.
Tori	Polite, friendly and helpful.