

Customer Feedback and Performance Quarter 2 2018.19

Key



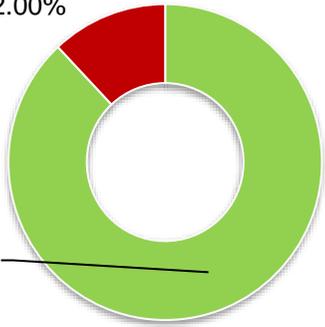
Overall Satisfaction	Repairs Satisfaction	Satisfaction with New Build Home
<p>92% of customers are satisfied with the overall service received.</p> <p>▲ up from 85% last quarter. ▼ less than 96% annual average for 2017/18.</p>	<p>93% of customers are satisfied with the repairs service received</p> <p>▲ up from 87% last quarter. ■ average of 2017/18</p>	<p>93% of customers are satisfied with the quality of their newly built home.</p> <p>▼ down from 100% last quarter. ▼ less than 98% annual average for 2017/18.</p>

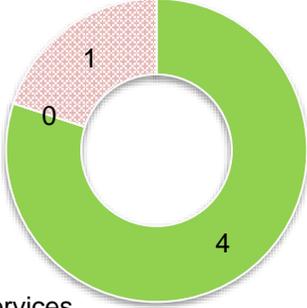
Satisfaction with Relet Home	Satisfaction with Major Works	Satisfaction with Neighbourhood
<p>88% of customers are satisfied with the quality of their re-let home.</p> <p>▼ down from 92% last quarter. ▲ more than 80% annual average for 2017/18.</p>	<p>91% of customers are satisfied with major works completed</p> <p>▲ up from 77% last quarter. ▼ less than 94% annual average for 2017/18.</p>	<p>90% of customers are happy with the neighbourhood they are living in</p> <p>▼ down from 95% last quarter. ▼ less than 94% annual average for 2017/18.</p>

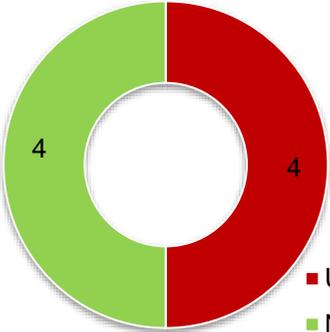
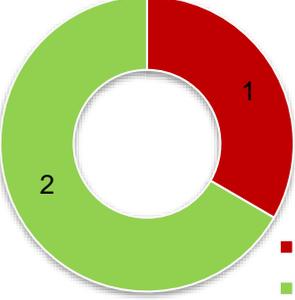
<p style="text-align: center;">1.70 hours</p> 	<p style="text-align: center;">5.73 days</p> 	<p style="text-align: center;">94.2%</p> <p style="text-align: center;">just fix it.</p>
<p>1.70 hours to complete emergency repairs</p> <ul style="list-style-type: none"> ▲ consistent with last quarter - 1.70hours ▲ improved from 1.80 last year. 	<p>5.73 days to complete non- emergency repairs</p> <ul style="list-style-type: none"> ▲ up from last quarter – 6.72 days ▲ up from 6.1 days last year. 	<p>94.2% completed first time</p> <ul style="list-style-type: none"> ▲ down from last quarter – 94.56% ▲ up from 93.5% last year

New Build Properties Completed	% Repairs Appointments Kept
 <p style="text-align: center;">25 new homes</p>	 <p style="text-align: center;">100%</p>
<p style="text-align: center;">70 new homes built so far. Year-end target of 306 new homes.</p>	<p>100% repairs appointments kept</p> <ul style="list-style-type: none"> ▲ up from last quarter – 99.75% ▲ up from 99.4% last year.

Gross Rent Arrears as % of rent due	% of vacant houses
 <p data-bbox="705 590 840 638">3.37%</p>	 <p data-bbox="1422 582 1556 630">1.68%</p>
<p data-bbox="421 662 761 694">3.37% Gross rent arrears</p> <p data-bbox="421 702 817 734">▲ up from 2.97% last quarter</p> <p data-bbox="421 742 817 774">▼ down from 3.77% last year.</p>	<p data-bbox="1142 662 1646 694">1.68% housing stock becoming vacant</p> <p data-bbox="1142 702 1534 734">▲ up from 0.78% last quarter</p> <p data-bbox="1142 742 1534 774">▼ down from 6.29% last year</p>

Average relet time	Anti-social cases
<p data-bbox="683 885 840 933">18 Days</p> 	 <p data-bbox="1232 1228 1769 1252">■ Within Timescale ■ Not within Timescale</p>
<p data-bbox="414 1292 806 1324">18 days is average relet time.</p> <p data-bbox="414 1340 862 1372">▲ down from 24 days last quarter.</p> <p data-bbox="414 1388 828 1420">▲ down from 19 days last year.</p>	<p data-bbox="1131 1284 1713 1316">88% anti-social cases resolved within target</p> <p data-bbox="1131 1324 1534 1356">▼ down from 94% last quarter</p> <p data-bbox="1131 1364 1512 1396">▼ down from 95% last year</p>

Sickness absence	Overall Complaints Upheld
<p style="text-align: center;">1.7%</p> 	 <p>■ Investment ■ Customer Services ■ CVPS</p>
<p style="text-align: center;">1.7% sickness levels.</p> <p>▲ up from 1.4% last quarter ▼ down from 2.1% last year.</p>	<p style="text-align: center;">Investment – 4 upheld CVPS – 1 upheld</p>

Stage 1 Complaints	Stage 2 Complaints
 <p>■ Upheld ■ Not Upheld</p>	 <p>■ Upheld ■ Not Upheld</p>
<p>8 Stage 1 complaints received.</p> <p>▼ down from 11 last quarter</p>	<p>3 Stage 2 complaints received.</p> <p>▼ from 7 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 helping us to deliver better services to you.

We Asked About	You Said	We Did
Our Repairs Service	Repairmen need to communicate better with tenants if the repair is delayed or running over time, as some tenants are missing work whilst waiting.	We have discussed this with our contractors and regular toolbox talks are held with all tradesmen. All operatives have been reminded that they should contact customers immediately if they know that they will be late in attending an appointment. We will continue to monitor this.
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.
	Workmen attend very quickly when repairs first reported, however follow up needs to improve.	We are working closely with our contractors to ensure communication is at an optimum level and that follow up works and completed promptly.
Issues with new homes	When trying to register my address at the bank and a few other places, my house number can't be found (doesn't seem to exist)	We will ensure we advise the Contractors to register addresses as soon as possible when let to try to alleviate this problem.
	There is no phone points in my home.	Every property has at least 1 phone point
Allocation Process	I would like to have had more information about council tax	New Build properties are not given a council tax banding until the assessor visits the site, this is normally when the properties are let.
I	Customers never given any information or updates. Also, not had a follow up from the association yet.	Will ensure we provide regular updates to prospective tenants especially when new build is delayed. Follow up visits are usually complete 6-8 weeks after the tenant moves in. Will check monthly to ensure all follow up visits are completed or attempted.



You Said, We Did

Recognising our People

Q7a Name	Q7b Description of what they did
Carol	Very helpful.
	She's helping me claim tax credits, very helpful and friendly.
	She helped out with my benefits quickly.
Carol Cunningham and Kim.	They were both really good and helpful.
Carol Paterson	Helped me out a lot, understanding my issues and keeping in touch with me.
	Always helpful.
	Great advice.
	Carol sorted any of my problems out for me.
Christine (blonde hair).	Really helpful.
Derek.	He was a fantastic help with everything.
Ian Anderson.	He was fantastic, sorted it all out.
Jane Lennon	Fantastic help.
	Jane phoned and sent a condolence card and kept me up to date.
	Everything.
	Came out to house to help me fill in forms.
Janet King and Kim Walker.	They were very helpful and quick to get back to me.
Julie Bell HO Trisha and Carol from the benefits service.	They were very helpful.
Kim	Just generally a great help.
	Very helpful.
	Came to house with F2F visit.
	She helped me with everything.
Linda McGuinness	Very helpful in general.
Margo	She was very helpful - very, very nice.
Mark.	He dealt with my repair.
Matthew in repairs.	Helpful.
Randolph	Sorted all the things in the home, e.g. repairs and he have me any contacts I needed.
	He was really good as he took a list of my issues.

Shaun and Julie Bell.	Really helpful.
Shaun Paul	He was very polite and helpful to me.
	Gave me the keys.
	Explained everything fantastically.
	Fantastic help.