

**Customer Commitment Performance Measures Q3 2017/18**

**Key: Performance Data**

>5% adverse variance from target

0-5% adverse variance

on or better than target

		Target		
		2017/18	Q3	YTD
<b>Customer Service, Choice and Complaints</b>				
1	% of calls to our dedicated lines to our Contact Centre answered within 30 seconds	85.00%	76.65%	77.09%
2	Ensure at least 90% of calls back to customers are made within two working days	90.00%	66.02%	65.40%
3	% of complaints are responded to within 10 working days	100.00%	100.00%	100.00%
<b>Allocations and Mutual Exchanges</b>			<b>Q3</b>	<b>YTD</b>
4	Confirm the outcome of all housing applications within ten working days of receiving all the required information	98.00%	99.64%	98.09%
5	When you apply for a mutual exchange, we will give you a decision on your move within 42 days as outlined in the Housing Act 1985	98.00%	100.00%	68.33%
<b>Quality of Accommodation</b>			<b>Q3</b>	<b>YTD</b>
6	% of all homes allocated meet the Lettable Standard	95.00%	82.76%	80.25%
<b>Income Management</b>			<b>Q3</b>	<b>YTD</b>
7	% of welfare appointments offered within 10 working days of the referral	95.00%	100.00%	90.00%
<b>Repairs and Maintenance</b>			<b>Q3</b>	<b>YTD</b>
8	Complete non emergency repairs within 28 calendar days	95.00%	81.34%	79.62%
9	Repairs - % of Emergency Repairs completed within target	99.50%	99.54%	99.69%
10	Repairs - % of repairs completed on the first visit	95.00%	97.27%	96.56%
<b>Planned Works</b>			<b>Q3</b>	<b>YTD</b>
11	Planned works - % of appointments kept	90.00%	94.57%	95.57%
12	Planned works - % of residents satisfied with the service	90.00%	88.44%	84.43%
13	Planned works - % of people satisfied with the quality of the completed works	90.00%	91.11%	89.82%
<b>Gas Safety</b>			<b>Q3</b>	<b>YTD</b>
14	Gas - % of appointments kept	95.00%	97.64%	99.10%
15	Gas - % of dwellings with a valid gas certificate	100.00%	94.87%	91.62%

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		Target		
		2017/18	Q3	YTD
<b>Aids and Adaptations</b>			<b>Q3</b>	<b>YTD</b>
16	% of Minor adaptations completed within 20 working days of inspection	90.00%	94.44%	97.92%
<b>Sales &amp; Leasehold</b>			<b>Q3</b>	<b>YTD</b>
17	% of eligibility decisions given within 4 weeks for Right to Buy applications	98.00%	100.00%	100.00%
18	% of formal offer documents issued within 8 weeks of the eligibility decision if buying a house, or within 12 weeks for a leasehold flat	98.00%	100.00%	100.00%
<b>Managing your neighbourhood and homes</b>			<b>Q3</b>	<b>YTD</b>
19	% of new tenant visits completed within 8 weeks	95.00%	100.00%	93.33%
<b>Estate Services</b>			<b>Q3</b>	<b>YTD</b>
20	% of residents satisfied with Estate Services	90.00%	80.00%	78.66%
21	% of fly tipping removed within 10 working days of it being reported to us	100.00%	100.00%	99.00%
22	% of offensive/racist graffiti removed within 24 hours	100.00%	100.00%	100.00%
<b>Independent Living Schemes</b>			<b>Q3</b>	<b>YTD</b>
23	% of Residents satisfied with the Independent Living Service	93.00%	84.31%	83.72%
<b>Anti-Social behaviour, hate crime and domestic violence</b>			<b>Q3</b>	<b>YTD</b>
24	Provide regular updates to all parties involved in an ASB case every 10 working days until case is closed	100.00%	80.00%	85.00%
<b>Resident Engagement</b>			<b>Q3</b>	<b>YTD</b>
25	% of resident satisfied with the volunteering opportunities available with the Trust	88.00%	78.85%	72.97%