

Customer Commitment Performance Measures Q4 YTD 2017/18

Key: Performance Data

>5% adverse variance from target

0-5% adverse variance

on or better than target

		Target		
		2017/18	Q4	YTD
Customer Service, Choice and Complaints				
1	% of calls to our dedicated lines to our Contact Centre answered within 30 seconds	85.00%	52.63%	70.26%
2	Ensure at least 90% of calls back to customers are made within two working days	90.00%	65.65%	65.64%
3	% of complaints are responded to within 10 working days	100.00%	100.00%	100.00%
Allocations and Mutual Exchanges		Target	Q4	YTD
4	Confirm the outcome of all housing applications within ten working days of receiving all the required information	98.00%	100.00%	98.88%
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%	81.94%
Quality of Accommodation		Target	Q4	YTD
6	% of all homes allocated meet the Lettable Standard	95.00%	70.97%	78.38%
Income Management		Target	Q4	YTD
7	% of welfare appointments offered within 10 working days of the referral	95.00%	100.00%	92.00%
Repairs and Maintenance		Target	Q4	YTD
8	Complete non emergency repairs within 28 calendar days	95.00%	65.04%	75.71%
9	Repairs - % of Emergency Repairs completed within target	99.50%	99.42%	99.59%
10	Repairs - % of repairs completed on the first visit	95.00%	96.39%	96.52%
Planned Works		Target	Q4	YTD
11	Planned works - % of appointments kept	90.00%	92.37%	94.12%
12	Planned works - % of residents satisfied with the service	90.00%	85.42%	85.45%
13	Planned works - % of people satisfied with the quality of the completed works	90.00%	86.11%	88.54%

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Gas Safety		Target	Q4	YTD
14	Gas - % of appointments kept	95.00%	99.37%	99.14%
15	Gas - % of dwellings with a valid gas certificate	100.00%	100.00%	100.00%
Aids and Adaptations		Target	Q4	YTD
16	% of Minor adaptations completed within 20 working days of inspection	90.00%	96.08%	97.53%
Sales & Leasehold		Target	Q4	YTD
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%
Managing your neighbourhood and homes		Target	Q4	YTD
19	% of new tenant visits completed within 8 weeks	95.00%	95.30%	93.85%
Estate Services		Target	Q4	YTD
20	% of residents satisfied with Estate Services	90.00%	81.67%	79.41%
21	% of fly tipping removed within 10 working days of it being reported to us	100.00%	91.00%	97.00%
22	% of offensive/racist graffiti removed within 24 hours	100.00%	NA	100.00%
Independent Living Schemes		Target	Q4	YTD
23	% of Residents satisfied with the Independent Living Service	93.00%	80.39%	82.48%
Anti-Social behaviour, hate crime and domestic violence		Target	Q4	YTD
24	Provide regular updates to all parties involved in an ASB case every 10 working days until case is closed	100.00%	90.00%	86.25%
Resident Engagement		Target	Q4	YTD
25	% of resident satisfied with the volunteering opportunities available with the Trust	88.00%	70.59%	72.36%