

Customer Commitment Performance Measures 2018/19

**Key: Performance Data**

>5% adverse variance from target

0-5% adverse variance

on or better than target

		Target						
		2018/19	End of year 2017/18	Target last met	Q1	Q1 Data	YTD	YTD Data
1	% of calls to our dedicated lines to our Contact Centre answered within 30 seconds	85.00%	70.26%	Q1 2016/17 87.11%	45.41%	9050/19927 calls received	45.51%	9050/19927 calls received
2	Ensure at least 90% of calls back to customers are made within two working days	90.00%	65.64%	Target has never been met	68.79%	930/1352 Callbacks Requested	68.79%	930/1352 Callbacks Requested
3	% of complaints are responded to within 10 working days	100.00%	100%	Q4 2017/18 100%	100%	17/17 Stage 1 Complaints	100%	17/17 Stage 1 Complaints
<b>Allocations and Mutual Exchanges</b>		<b>2018/19</b>	<b>End of year 2017/18</b>	<b>Target last met</b>	<b>Q1</b>	<b>Q1 Data</b>	<b>YTD</b>	<b>YTD Data</b>
4	Confirm the outcome of all housing applications within ten working days of receiving all the required information	98.00%	98.88%	Q4 2017/18 98.88%	100%	83/83 Housing Applications	100%	83/83 Housing Applications
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%	81.94%	Q4 2017/18 100%	100%	11/11 Mutual Exchange applications	100%	11/11 Mutual Exchange applications
<b>Quality of Accommodation</b>		<b>2018/19</b>	<b>End of year 2017/18</b>	<b>Target last met</b>	<b>Q1</b>	<b>Q1 Data</b>	<b>YTD</b>	<b>YTD Data</b>
6	% of tenants satisfied that their allocated home meets the lettable standard	95.00%	78.38%	Q4 2015/16 100%	80.00%	16/20 Satisfied Tenants	80.00%	16/20 Satisfied Tenants
<b>Income Management</b>		<b>2018/19</b>	<b>End of year 2017/18</b>	<b>Target last met</b>	<b>Q1</b>	<b>Q1 Data</b>	<b>YTD</b>	<b>YTD Data</b>
7	% of welfare appointments offered within 10 working days of the referral	95.00%	92.00%	Q4 2017/18 100%	92.00%	215/234 Appointments Offered	92.00%	215/234 Appointments Offered

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Repairs and Maintenance		2018/19	End of year 2017/18	Target last met	Q1	Q1 Data	YTD	YTD Data
8	Complete non emergency repairs within 28 calendar days	95.00%	75.71%	Target has never been met	63.61%	2590/4072 repairs completed within 28 days	63.61%	2590/4072 repairs completed within 28 days
9	Repairs - % of Emergency Repairs completed within target	99.50%	99.59%	Q3 2017/18 99.54%	99.11%	1662/1676 emergency repairs completed within target	99.11%	1662/1676 emergency repairs completed within target
10	Repairs - % of repairs completed on the first visit	95.00%	96.52%	Q4 2017/18 96.39%	96.38%	4151/4307 repairs completed at first visit	96.38%	4151/4307 repairs completed at first visit
Planned Works		2018/19	End of year 2017/18	Target last met	Q1	Q1 Data	YTD	YTD Data
11	Planned works - % of appointments kept	90.00%	94.12%	Q4 2017/18 92.37%	96.53%	27/28 Appointments kept	96.53%	27/28
12	Planned works - % of residents satisfied with the service	90.00%	85.45%	Q1 2017/18 100%	88.57%	31/35	88.57%	31/35
13	Planned works - % of people satisfied with the quality of the completed works	90.00%	88.54%	Q3 2017/18 91.11%	88.89%	32/36	88.89%	32/36
Gas Safety		2018/19	End of year 2017/18	Target last met	Q1	Q1 Data	YTD	YTD Data
14	Gas - % of appointments kept	95.00%	99.14%	Q4 2017/18 99.37%	99.65%	1129/1133	99.65%	1129/1133
15	Gas - % of dwellings with a valid gas certificate	100.00%	100%	Q4 2017/18 100%	99.91%	6354/6360 Compliant	99.91%	6354/6360 Compliant
Aids and Adaptations		2018/19	End of year 2017/18	Target last met	Q1	Q1 Data	YTD	YTD Data
16	% of Minor adaptations completed within 20 working days of inspection	90.00%	97.53%	Q4 2017/18 96.08%	100%	49/49	100%	49/49
Sales & Leasehold		2018/19	End of year 2017/18	Target last met	Q1	Q1 Data	YTD	YTD Data
17	% of eligibility decisions given within 4 weeks for Right to Buy applications	98.00%	100%	Q4 2017/18 100%	100%	15/15	100%	15/15
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%	Q4 2017/18 100%	100%	14/14	100%	14/14

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Managing your neighbourhood and homes		2018/19	End of year 2017/18	Target last met	Q1	Q1 Data	YTD	YTD Data
19	% of new tenant visits completed within 8 weeks	95.00%	93.85%	Q4 2017/18 95.30%	97.30%	107/110	97.30%	107/110
Estate Services		2018/19	End of year 2017/18	Target last met	Q1	Q1 Data	YTD	YTD Data
20	% of residents satisfied with Estate Services	90.00%	79.41%	Target has never been met	75.00%	45/60 Satisfied Tenants	75.00%	45/60 Satisfied Tenants
21	% of fly tipping removed within 10 working days of it being reported to us	100%	97.00%	Q3 2017/18 100%	100%	146/146	100%	146/146
22	% of offensive/racist graffiti removed within 24 hours	100%	100.00%	Q3 2017/18 100%	NA	0/0	NA	0/0
Independent Living Schemes		2018/19	End of year 2017/18	Target last met	Q1	Q1 Data	YTD	TYD Data
23	% of Residents satisfied with the Independent Living Service	93.00%	82.48%	Q1 16/17 94.12%	82.35%	42/51 Satisfied Tenants	82.35%	42/51 Satisfied Tenants
Anti-Social behaviour, hate crime and domestic violence		2018/19	End of year 2017/18	Target last met	Q1	Q1 Data	YTD	YTD Data
24	Provide regular updates to all parties involved in an ASB case every 10 working days until case is closed	100%	86.25%	Q1 17/18 100%	96.15%	175/182	96.15%	175/182
Resident Engagement		2018/19	End of year 2017/18	Target last met	Q1	Q1 Data	YTD	YTD Data
25	% of resident satisfied with the volunteering opportunities available with the Trust	88.00%	72.36%	Q2 14/15 73.03% (Target 72%)	66.67%	34/51 Satisfied Tenants	66.67%	34/51 Satisfied Tenants