

Customer Commitment Performance Measures 2016/17

Key: Performance Data

>5% adverse variance from target

0-5% adverse variance

on or better than target

		Target		
		2016/17	Q1	YTD
Customer Service, Choice and Complaints				
1	% of calls to our dedicated lines to our Contact Centre answered within 20 seconds	85.00%	87.11%	87.11%
2	Ensure at least 90% of calls back to customers are made within two working days	90.00%	71.05%	71.05%
3	% of complaints are responded to within 10 working days	100.00%	100.00%	100.00%
Allocations and Mutual Exchanges				
4	Confirm the outcome of all housing applications within ten working days of receiving all the required information	98.00%	99.00%	99.00%
Quality of Accommodation				
5	% satisfaction with the quality of your new home	95.00%	75.00%	75.00%
Income Management				
6	% of welfare appointments offered within 10 working days of the referral	95.00%	99.28%	99.28%
Repairs and Maintenance				
7	Responsive Repairs appointments kept (Appointments kept as % of appointments made, as originally agreed)	95.00%	97.93%	97.93%
8	Repairs - % of Emergency Repairs completed within target (4 hours)	98.00%	99.75%	99.75%
9	Repairs - % of repairs completed on the first visit	95.00%	94.08%	94.08%
Improvement Programme Works				
10	Planned works - % of appointments kept	90.00%	No survey	
11	Planned works - % of residents satisfied with the service	90.00%	No survey	
12	Planned works - % of people satisfied with the quality of the planned works	90.00%	No survey	
Gas Servicing				
13	Gas - % of appointments kept	95.00%	99.30%	99.30%
14	Gas - % of gas servicing completed on time	100.00%	99.87%	99.87%

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Aids and Adaptations				
15	% of Minor adaptations completed within 28 calendar days of inspection	90.00%	96.55%	97.44%
Sales & Leasehold				
16	% of eligibility decisions given within 4 weeks for Right to Buy applications	98.00%	100.00%	100.00%
17	% 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				
18	% of estate walkabouts attended as per the published schedule	100.00%	100.00%	100.00%
19	% of new tenant visits completed within 4 weeks	100.00%	100.00%	100.00%
Estate Services				
20	% of residents satisfied with Estate Services	90.00%	85.00%	85.00%
21	% of fly tipping removed within 10 working days of it being reported to us	100.00%	100.00%	100.00%
22	% of offensive/racist graffiti removed within 24 hours	100.00%	No incident	
Independent Living Schemes				
23	% of Residents satisfied with the Independent Living Service	93.00%	94.12%	82.35%
Anti-Social behaviour, hate crime and domestic violence				
24	% of extreme cases of anti-social behaviour, domestic violence and hate crime responded to within 24 hours	100.00%	100.00%	100.00%
25	% of moderate level cases of anti-social behaviour, responded to within five working days	100.00%	100.00%	100.00%
26	% of lower-level cases of anti-social behaviour, responded to within ten working days	100.00%	100.00%	100.00%
Resident Engagement				
27	% of resident satisfied with resident involvement opportunities	88.00%	82.35%	80.88%