

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 | Q2 | YTD |
| Customer Service, Choice and Complaints | | | | |
| 1 | % of calls to our dedicated lines to our Contact Centre answered within 20 seconds | 85.00% | 82.49% | 84.72% |
| 2 | Ensure at least 90% of calls back to customers are made within two working days | 90.00% | 80.60% | 80.60% |
| 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% | 78.13% | 76.79% |
| Income Management | | | | |
| 6 | % of welfare appointments offered within 10 working days of the referral | 95.00% | 96.18% | 98.04% |
| Repairs and Maintenance | | | | |
| 7 | Responsive Repairs appointments kept (Appointments kept as % of appointments made, as originally agreed) | 95.00% | 98.42% | 98.17% |
| 8 | Repairs - % of Emergency Repairs completed within target (4 hours) | 98.00% | 98.66% | 99.24% |
| 9 | Repairs - % of repairs completed on the first visit | 93.00% | 94.48% | 94.28% |
| Improvement Programme Works | | | | |
| 10 | Planned works - % of appointments kept | 90.00% | 100.00% | 100.00% |
| 11 | Planned works - % of residents satisfied with the service | 90.00% | 100.00% | 100.00% |
| 12 | Planned works - % of people satisfied with the quality of the planned works | 90.00% | 85.71% | 87.50% |
| Gas Servicing | | | | |
| 13 | Gas - % of appointments kept | 95.00% | 99.67% | 99.43% |
| 14 | Gas - % of gas servicing completed on time | 100.00% | 99.63% | 99.63% |

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| Aids and Adaptations | | | | |
| 15 | % of Minor adaptations completed within 28 calendar days of inspection | 90.00% | 93.44% | 95.60% |
| 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% | 80.00% | 80.00% |
| Estate Services | | | | |
| 20 | % of residents satisfied with Estate Services | 90.00% | 83.33% | 84.17% |
| 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% | 92.16% | 87.25% |
| 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% | 78.43% | 79.41% |