

## 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	Q3	YTD
<b>Customer Service, Choice and Complaints</b>				
1	% of calls to our dedicated lines to our Contact Centre answered within 20 seconds	85.00%	82.57%	82.57%
2	Ensure at least 90% of calls back to customers are made within two working days	90.00%	80.15%	80.15%
3	% of complaints are responded to within 10 working days	100.00%	100.00%	100.00%
<b>Allocations and Mutual Exchanges</b>				
4	Confirm the outcome of all housing applications within ten working days of receiving all the required information	98.00%	94.00%	94.00%
<b>Quality of Accommodation</b>				
5	% satisfaction with the quality of your new home	95.00%	78.13%	77.27%
<b>Income Management</b>				
6	% of welfare appointments offered within 10 working days of the referral	95.00%	97.60%	97.90%
<b>Repairs and Maintenance</b>				
7	Responsive Repairs appointments kept (Appointments kept as % of appointments made, as originally agreed)	95.00%	98.54%	98.28%
8	Repairs - % of Emergency Repairs completed within target (4 hours)	98.00%	99.09%	99.17%
9	Repairs - % of repairs completed on the first visit	93.00%	88.03%	86.18%
<b>Improvement Programme Works</b>				
10	Planned works - % of appointments kept	90.00%	96.63%	96.91%
11	Planned works - % of residents satisfied with the service	90.00%	92.47%	93.07%
12	Planned works - % of people satisfied with the quality of the planned works	90.00%	94.74%	94.17%
<b>Gas Servicing</b>				
13	Gas - % of appointments kept	95.00%	98.16%	99.22%
14	Gas - % of dwellings with a valid gas safety certificate'	100.00%	100.00%	100.00%

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<b>Aids and Adaptations</b>				
15	% of Minor adaptations completed within 28 calendar days of inspection	90.00%	96.15%	95.68%
<b>Sales &amp; Leasehold</b>				
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%
<b>Managing your neighbourhood and homes</b>				
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%
<b>Estate Services</b>				
20	% of residents satisfied with Estate Services	90.00%	81.68%	83.33%
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%		
<b>Independent Living Schemes</b>				
23	% of Residents satisfied with the Independent Living Service	93.00%	80.39%	84.97%
<b>Anti-Social behaviour, hate crime and domestic violence</b>				
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%	80.00%	80.00%
<b>Resident Engagement</b>				
27	% of resident satisfied with resident involvement opportunities	88.00%	80.39%	79.74%