

## Customer Commitment Performance Measures Q4 - YTD 2016/17

### Key: Performance Data

>5% adverse variance from target

0-5% adverse variance

on or better than target

		Target		
		2016/17	Q4	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%	78.00%	78.00%
2	Ensure at least 90% of calls back to customers are made within two working days	90.00%	83.31%	83.31%
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%	93.00%	96.25%
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%	96.00%	96.00%
<b>Quality of Accommodation</b>				
6	% of all homes allocated meet the Lettable Standard	95.00%		
7	% satisfaction with the quality of your new home	95.00%	67.86%	75.00%

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<b>Income Management</b>				
8	% of welfare appointments offered within 10 working days of the referral	95.00%	92.60%	96.60%
<b>Repairs and Maintenance</b>				
9	Responsive Repairs appointments kept (Appointments kept as % of appointments made, as originally agreed)	N/A	98.97%	98.47%
10	Repairs - % of Emergency Repairs completed within target (4 hours)	98.00%	99.81%	99.38%
11	Repairs - % of repairs completed on the first visit	93.00%	96.05%	95.16%
<b>Improvement Programme Works</b>				
12	Planned works - % of appointments kept	90.00%	92.92%	94.41%
13	Planned works - % of residents satisfied with the service	90.00%	85.82%	87.95%
14	Planned works - % of people satisfied with the quality of the planned works	90.00%	85.44%	87.91%

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<b>Gas Servicing</b>				
15	Gas - % of appointments kept	95.00%	99.65%	99.33%
16	Gas - % of dwellings with a valid gas safety certificate'	100.00%	100.00%	100.00%
<b>Aids and Adaptations</b>				
17	% of Minor adaptations completed within 28 calendar days of inspection	90.00%	100.00%	96.20%
<b>Sales &amp; Leasehold</b>				
18	% of eligibility decisions given within 4 weeks for Right to Buy applications	98.00%	100.00%	100.00%
19	% 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>				
20	% of estate walkabouts attended as per the published schedule	100.00%	100.00%	100.00%
21	% of new tenant visits completed within 8 weeks	100.00%	100.00%	100.00%
<b>Estate Services</b>				
22	% of residents satisfied with Estate Services	90.00%	76.67%	88.33%
23	% of fly tipping removed within 10 working days of it being reported to us	100.00%	100.00%	100.00%
24	% of offensive/racist graffiti removed within 24 hours	100.00%	100.00%	100.00%

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<b>Independent Living Schemes</b>				
25	% of Residents satisfied with the Independent Living Service	93.00%	<b>86.27%</b>	<b>85.29%</b>
<b>Anti-Social behaviour, hate crime and domestic violence</b>				
26	% of extreme cases of anti-social behaviour, domestic violence and hate crime responded to within 24 hours	100.00%	<b>100.00%</b>	<b>100.00%</b>
27	% of moderate level cases of anti-social behaviour, responded to within five working days	100.00%	<b>100.00%</b>	<b>100.00%</b>
28	% of lower-level cases of anti-social behaviour, responded to within ten working days	100.00%	<b>100.00%</b>	<b>100.00%</b>
<b>Resident Engagement</b>				
29	% of quarterly newsletters published	100.00%	<b>100.00%</b>	<b>100.00%</b>
30	% of minutes of Residents Forum meetings, Scrutiny Panel reports and other key resident involvement documents published on our website	100.00%	<b>100.00%</b>	<b>100.00%</b>
31	% of resident satisfied with resident involvement opportunities	88.00%	<b>76.47%</b>	<b>78.92%</b>