

**Customer Commitment Performance Measures Q2 2017/18**

**Key: Performance Data**

>5% adverse variance from target

0-5% adverse variance

on or better than target

		Target		
		2017/18	Q2	YTD
<b>Customer Service, Choice and Complaints</b>				
1	% of calls to our dedicated lines to our Contact Centre answered within 30 seconds	85.00%	78.30%	77.30%
2	Ensure at least 90% of calls back to customers are made within two working days	90.00%	64.08%	64.35%
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%	98.88%	97.94%
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%	77.77%	63.88%
<b>Quality of Accommodation</b>				
6	% of all homes allocated meet the Lettable Standard	95.00%	80.65%	80.00%
<b>Income Management</b>				
7	% of welfare appointments offered within 10 working days of the referral	95.00%	98.00%	86.00%
<b>Repairs and Maintenance</b>				
8	Complete non emergency repairs within 28 calendar days	95.00%	81.41%	78.72%

9	Repairs - % of Emergency Repairs completed within target	99.50%	99.85%	99.80%
10	Repairs - % of repairs completed on the first visit	95.00%	97.36%	96.55%
<b>Planned Works</b>				
11	Planned works - % of appointments kept	90.00%	96.15%	96.97%
12	Planned works - % of residents satisfied with the service	90.00%	80.00%	84.42%
13	Planned works - % of people satisfied with the quality of the completed works	90.00%	86.67%	88.31%
<b>Gas Safety</b>				
14	Gas - % of appointments kept	95.00%	99.75%	99.52%
15	Gas - % of dwellings with a valid gas certificate	100.00%	99.97%	99.97%
<b>Aids and Adaptations</b>				
16	% of Minor adaptations completed within 20 working days of inspection	90.00%	99.73%	99.28%
<b>Sales &amp; Leasehold</b>				
17	% of eligibility decisions given within 4 weeks for Right to Buy applications	98.00%	100.00%	100.00%
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%	100.00%	100.00%
<b>Managing your neighbourhood and homes</b>				
19	% of new tenant visits completed within 8 weeks	95.00%	90.00%	90.00%
<b>Estate Services</b>				

20	% of residents satisfied with Estate Services	90.00%	72.88%	72.88%
21	% of fly tipping removed within 10 working days of it being reported to us	100.00%	100.00%	98.50%
22	% of offensive/racist graffiti removed within 24 hours	100.00%	100.00%	100.00%
<b>Independent Living Schemes</b>				
23	% of Residents satisfied with the Independent Living Service	93.00%	82.86%	82.86%
<b>Anti-Social behaviour, hate crime and domestic violence</b>				
24	Provide regular updates to all parties involved in an ASB case every 10 working days until case is closed	100.00%	75.00%	87.50%
<b>Resident Engagement</b>				
25	% of resident satisfied with the volunteering opportunities available with the Trust	88.00%	64.71%	69.79%