



THE COMMUNITY HOUSING GROUP

QUARTERLY PERFORMANCE INFORMATION

ending 30 June 2020



100% since return

Due to COVID-19 **Grounds maintenance** was suspended from last week in March to 18/5/20. Our teams returned on a limited basis but we are looking to extend our service to other areas.

NEIGHBOURHOODS performance

We will keep your neighbourhoods clean and tidy



SUSPENDED graffiti removal service due to COVID-19 restrictions



100% of bulky refuse collected within 7 working days

CLEANING SERVICE SUSPENDED



during COVID-19 lockdown, cleaning services had been suspended. In April, we redirected the cleaning teams to our Independent Living Schemes and offices/sites we considered a high risk or essential to keep the business operating. A recovery plan is now in place. This is a interim reduced service until normal service can resume.

TELEPHONE performance

When you call, we will answer 90% of your calls within 120 seconds, aiming to deal with your enquiry at the first point of contact (First Contact Resolution - FCR)



78% answered within 120 seconds (target 90%)



89% satisfaction with the way call handled (target 90%)



12% abandoned calls (target 5%)

The steps we took to improve performance during the previous quarter have had a positive impact. Due to the ongoing restrictions relating to COVID-19, and to protect our customers and staff, calls are still being answered by other areas of the business to allow training of staff to deliver a life critical service. Although staffing levels have decreased, we are continuing to support a life critical service with positive results and feedback.



99%
emergency repairs completed within 24 hours (target 100%)



SUSPENDED
completed within 7 calendar days (95% target)

Performance during this quarter has been impacted COVID-19 restrictions. Some appointments were cancelled during lockdown and will be rescheduled.



SUSPENDED
completed on day of appointment (target 90%)



SUSPENDED
overall satisfaction with repairs service (90% target)

Repairs performance

We will respond to all serious ASB reports within 24 hours and all other ASB reports within 3 working days



100%
serious ASB responded to within 24 hours



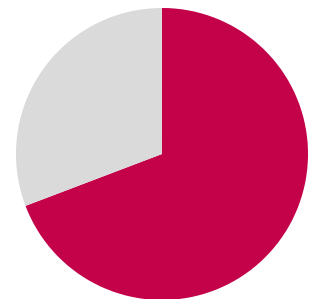
97%
response to ASB incidents within 3 days (Target 95%)



ASB performance

COMPLAINTS performance

72 
Compliments received

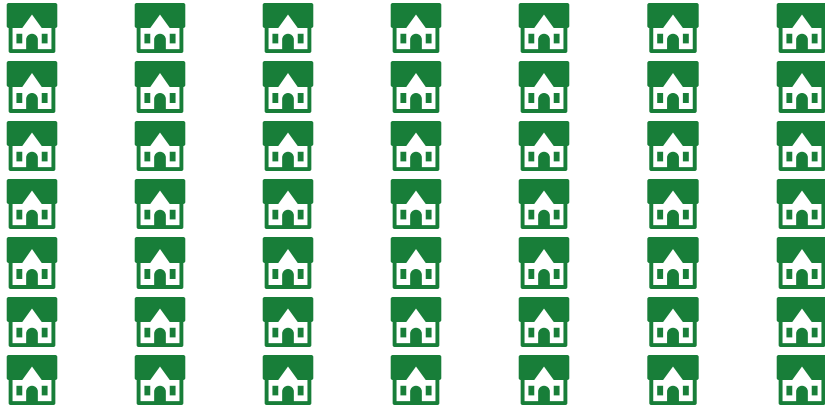


62.5% Responded to within target (95%)

The significant factor affecting performance was changing business priorities and redirection of resources as we responded to the challenges of COVID-19 and limited access to customers' homes.

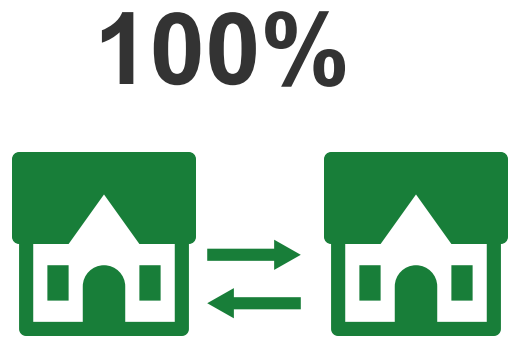
 Compliments received 18  Compliments upheld 8

HOMES performance



100%

Satisfaction with new lettings (target is 90%)



response to Mutual Exchange requests handled within 6 weeks. Applications assessed to comply with 42 day decision time frame, however they are pending gas/electricity checks and property inspection.



100%

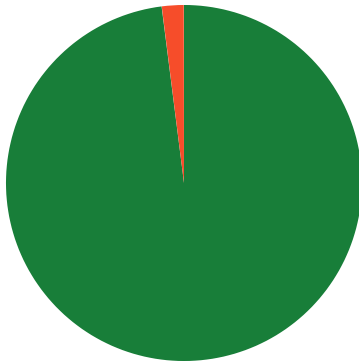
response to tenancy enquiries or change to tenancy details within 10 working days

SUSPENDED

This performance was affected by COVID-19 lock down when no tenancy visits could be made.



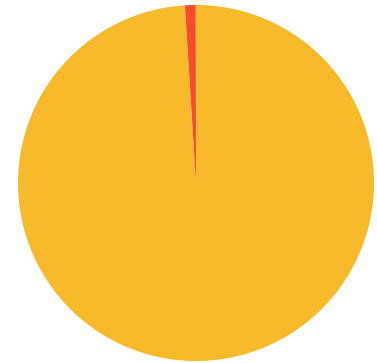
4 week starter tenancy visits completed on target



● Target- 100% ● Performance - 97.7%

Homes with a valid Gas Safety Certificate

(AT 17/7/20) 50 properties overdue - 31 have advised they are shielding. There are 8 that are "proven shielders" and will receive an appointment after 1/8/20 following revised Government guidelines. The remainder are in our access procedure.



● Target- 100% ● Performance - 99.6%

Decent Homes Standard

Slightly down against target due to lock down before year end.