

Service Standard Performance Report to Quarter ending 30/09/2019

Service Standard	Performance Measure	Result	Target	Comments
Cleaning and Grounds Maintenance	Group Performance: Grass cutting cycle	14.62	12.00	Target missed due to weather conditions which were unusual for the time of year, long wet spells followed by warm dry spells, the wet periods prevented access and the dry periods promoted growth which all combined to slow the cyclical programme. Matters and outcomes were monitored closely by Managers. We received no adverse comments on performance.
	Group - Cyclical cleaning sites visited every 7 working days	105.16%	100.00%	
	% of bulky refuse removed within 7 working days	98.73%	98.00%	
Customer Service	% of calls answered within target (120 seconds)	66.29%	90.00%	Comments from previous quarter are still accurate. We are still in the process of training new staff. Due to the complexity and sensitivity of the contact centre operator role, it is imperative that training and quality is never compromised or rushed. As we are multi training new starters, the training period is longer than previous training requirements. Customer satisfaction results supports that the service we offer is excellent.
	Percentage of Abandoned Calls	16.21%	5.00%	
	Customer Satisfaction - Customer Service Centre (Overall Satisfied)	92.96%	90.00%	
Feedback and 3C's	Complaints responded to within target (%)	100.00%	95.00%	
	Group Performance: Number of Complaints received	38	N/A	
	Group Performance: Number of Compliments received	83	N/A	
	Number of Complaints Upheld	17	N/A	

Key

R - Below target, action required

A- Below target

G - On or above target

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Service Standard	Performance Measure	Result	Target	Comments
Finding a New Home	Lettings / New Resident Satisfaction (Overall Satisfied)	95.12%	90.00%	
	% of responses to mutual exchange requests handled within 6 weeks	100.00%	100.00%	
Repairs and Maintenance	Emergency Repairs Completed within Target	100.00%	100.00%	
	Customer Satisfaction - Repairs Service (Overall Satisfied)	95.83%	90.00%	
	All repairs completed within 7 days	92.80%	95.00%	We have seen an increase in non-stocked parts being required such as composite door locks. The team are currently working with Travis Perkins with a view to stock most commonly used non-stock items.
	Repairs completed on day of appointment	93.61%	90.00%	
	Group Decent Homes Standard	100.00%	100.00%	
	Percentage of properties with a valid Gas Certificate	99.98%	100.00%	1 property had an overdue Gas Safety Certificate at 30/09/2019. The tenant has subsequently been evicted and Gas is capped.
Tenancy	% of graffiti removed within timescales	100.00%	98.00%	
	% of 4 week starter tenancy visits	100.00%	100.00%	
	% of requests to change tenancy details dealt with within 10 working days	96.43%	100.00%	Target date missed by 2 days on one tenancy change request.
	% of responses to ASB incidents within 3 days	88.42%	95.00%	This is a significant improvement from last quarter, and we continue to monitor progress. Staff continue to prioritise cases, driving the improvement towards target level.
	% of responses to serious ASB reports in 24 hours	100.00%	100.00%	
	% of responses to tenancy enquiries within 10 working days	100.00%	100.00%	

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