



THE COMMUNITY HOUSING GROUP

QUARTERLY PERFORMANCE INFORMATION

ending 30 September 2020

Repairs and Maintenance



99.46%

emergency repairs completed within 24 hours (target 100%)



96.55%

repairs completed within 7 calendar days (target 95%)



99.84%

of homes with a valid Gas Safety Certificate (target 100%)



100%

of bulky refuse collected within 7 working days (target 98%)

Customer Service

We recognise we haven't met our target on this, we are sorry – we have spent the last few weeks recruiting additional Call Advisors to ensure we do better next quarter.



76.63%

answered within 120 seconds (target 90%)



85.38%

satisfaction with the way call handled (target 90%)

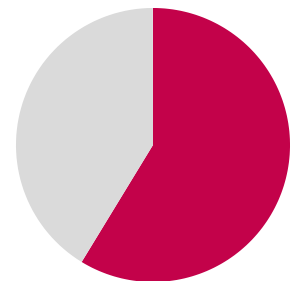
50

Compliments received



35%

Responded to within target (95%)



● Complaints received 37
● Complaints upheld 26

We know we haven't done very well here and we are working to get things right. We have developed a new centralised complaints team and are working with managers to improve performance.



94.09%

Overall satisfaction for the Group (target 90%)

Neighbourhoods

We will respond to all serious Anti Social Behaviour reports within 24 hours and all other Anti Social Behaviour reports within 3 working days

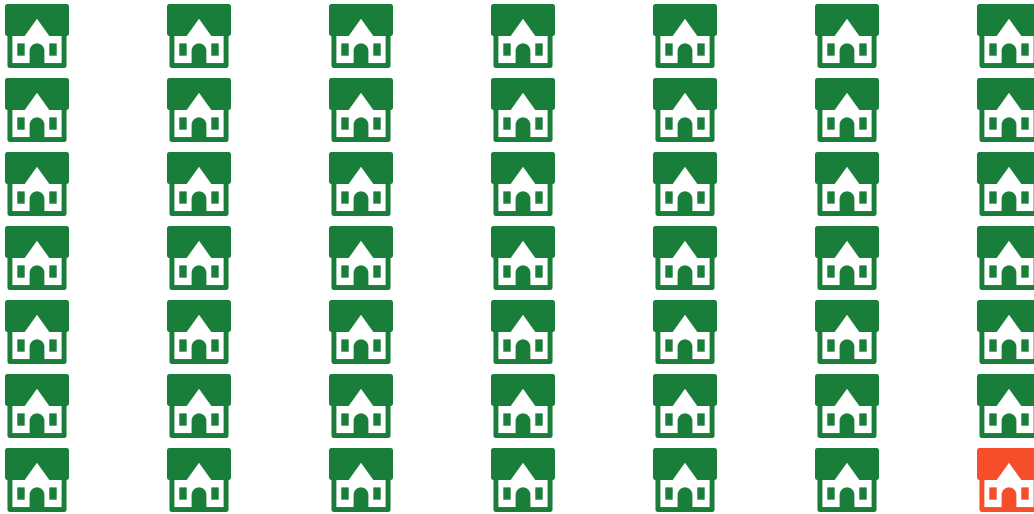


96.77%

Response to Anti Social Behaviour incidents within 3 days (Target 95%)

100%

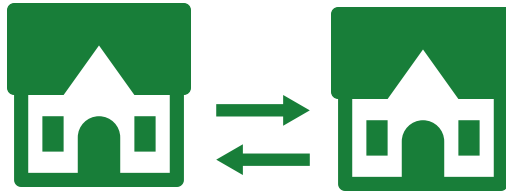
Serious Anti Social Behaviour responded to within 24 hours (target 100%)



100%

Satisfaction with new lettings (target 90%)

100%
response to Mutual Exchange requests handled within 6 weeks (target 100%)



100%

response to tenancy enquiries within 10 working days (target 100%)

91.24%



4 week starter tenancy visits completed (target 100%)