



THE COMMUNITY HOUSING GROUP

QUARTERLY PERFORMANCE INFORMATION

ending 31 December 2020

Repairs and Maintenance



100%

emergency repairs completed within 24 hours (target 100%)



91.54%

repairs completed within 7 calendar days (target 95%)

Some repairs were delayed due to Covid restrictions



98.62%

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



100%

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

Customer Service

We are continuing to work hard to improve our call handling performance and have made significant improvements in the quarter with performance in December consistently close to target. We are working on peak times (mostly Monday mornings) to provide a reliably high level of performance.



73.47%

answered within 120 seconds (target 90%)



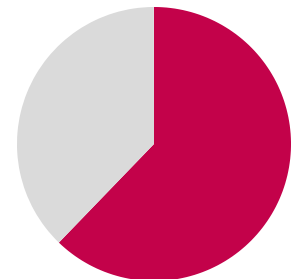
92.52%

satisfaction with the way call handled (target 90%)



12

Compliments received



● Complaints received 28
● Complaints upheld 17



90.32%

Responded to within target (95%)

We introduced a new and improved Complaints Process in December 2020, based on latest guidance from the Complaints Ombudsman and made changes to our website to make it easier for customers to make a complaint. We will continue to ensure that customer complaints are a high priority for colleagues and are dealt with quickly and fairly.

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

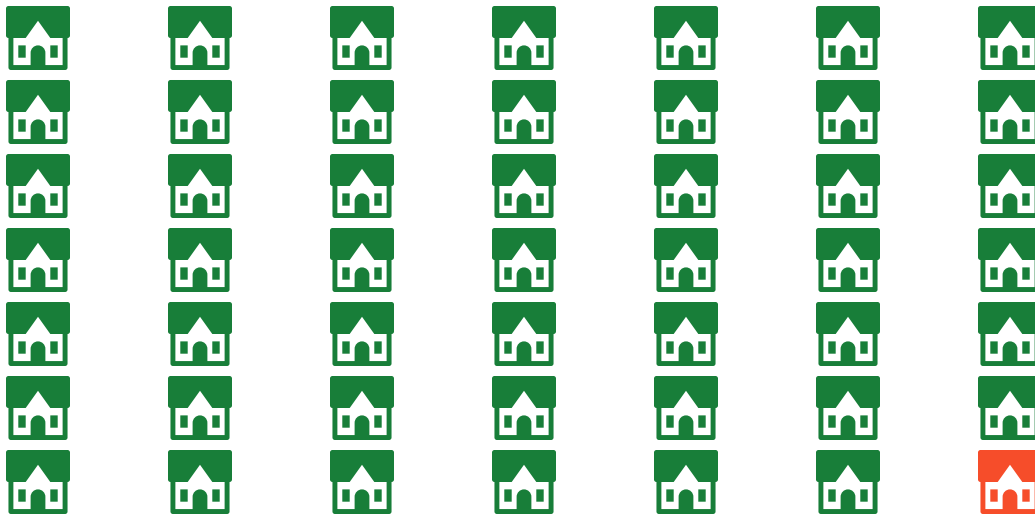


98.46%

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

100%

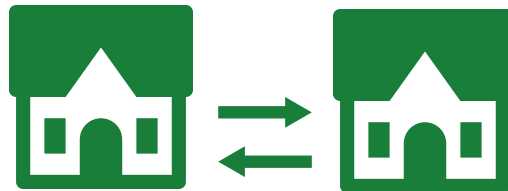
Serious Anti Social Behaviour responded to within 24 hours (target 100%)



96.3%

Satisfaction with new lettings (target 90%)

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



82.61%

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

Delays due to Covid restrictions where some home visits were required

47.62%



4 week starter tenancy visits completed (target 100%)

Delays due to Covid restrictions