

Service Standard Performance Report to Quarter ending 31/03/2020

Service Standard	Performance Measure	Result	Target	Comments
Cleaning and Grounds Maintenance	Group Performance: Grass cutting cycle	12.00	12.00	
	Group - Cyclical cleaning sites visited every 7 working days	102.97%	100.00%	
	% of bulky refuse removed within 7 working days	100.00%	98.00%	
Customer Service	% of calls answered within target (120 seconds)	81.78%	90.00%	<p>The comments from the previous quarter are still accurate. The changes which have been implemented as reported last quarter, have had a positive impact and the results of this are evident in the increase of performance.</p> <p>Due to Covid-19, further changes have had to be made to protect our customers and staff. Although our staffing levels have decreased, we are continuing to support a life critical service with positive results and feedback.</p> <p>Customer satisfaction results supports that the quality of service delivered remains high.</p>
	Percentage of Abandoned Calls	8.18%	5.00%	
	Customer Satisfaction – Customer Service Centre (Overall Satisfied)	91.51%	90.00%	
Feedback and 3C's	Complaints responded to within target (%)	52.08%	95.00%	<p>A number of complex complaints were received during this period. Complainants were kept informed of the reasons for delays in progress and new target dates were agreed.</p>
	Group Performance: Number of Complaints received	52	N/A	
	Group Performance: Number of Compliments received	120	N/A	
	Number of Complaints Upheld	27	N/A	
Finding a New Home	Lettings / New Resident Satisfaction (Overall Satisfied)	89.47%	90.00%	Our year-end result is 93.5%, which is above target
	% of responses to mutual exchange requests handled within 6 weeks	100.00%	100.00%	

Key

R - Below target, action required

A- Below target

G - On or above target

Service Standard Performance Report to Quarter ending 31/03/2020

Service Standard	Performance Measure	Result	Target	Comments
Repairs and Maintenance	Emergency Repairs Completed within Target	100.00%	100.00%	
	Customer Satisfaction - Repairs Service (Overall Satisfied)	98.12%	90.00%	
	All repairs completed within 7 days	92.04%	95.00%	Performance during this quarter has been impacted by the storms in February and Covid-19 in March. All emergency repairs were dealt with on time. During February, as a result of the high demand we extended repairs appointments from a 7 day (target) to a 14 day appointment (published service standards) to ensure that tenants had an appointment when they called. 95.10% of jobs were completed within the 14 day service standard requirement. In March, the repairs which weren't completed within the 7 day target were cancelled due to Covid-19. These will be rescheduled as we resume business as usual
	Repairs completed on day of appointment	96.95%	90.00%	
	Group Decent Homes Standard	99.87%	100.00%	Slightly down due to suspension of works - will be caught up when lockdown lifted
	Percentage of properties with a valid Gas Certificate	99.95%	100.00%	3 Properties overdue. 2 properties are self-isolating, new appointments will be booked after this period The other property has exhausted the gas access procedure awaiting legal process which is currently on hold due to Covid-19

Key

R - Below target, action required

A- Below target

G - On or above target

Service Standard Performance Report to Quarter ending 31/03/2020

Service Standard	Performance Measure	Result	Target	Comments
Tenancy	% of graffiti removed within timescales	100.00%	98.00%	
	% of 4 week starter tenancy visits	95.00%	100.00%	Unable to undertake any Starter Tenancy visits during last 2 weeks of March due to Covid-19 restrictions.
	% of requests to change tenancy details dealt with within 10 working days	100.00%	100.00%	
	% of responses to ASB incidents within 3 days	100.00%	95.00%	
	% 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%	

Key

R - Below target, action required

A - Below target

G - On or above target