



**THE COMMUNITY HOUSING GROUP**

# QUARTERLY PERFORMANCE INFORMATION

ending 31 March 2021

## Repairs and Maintenance



**100%**

emergency repairs completed within 24 hours (target 100%)



**90.59%**

repairs completed within 7 calendar days (target 95%)

Some repairs were delayed due to Covid restrictions



**99.95%**

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.



**90%**

satisfaction with the way call handled (target 90%)



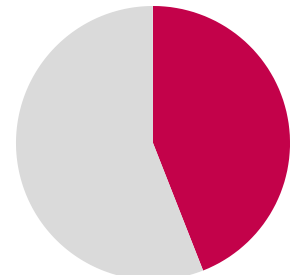
**82.99%**

answered within 120 seconds (target 90%)



**96.97%**

Responded to within target (95%)



- Complaints received 37
- Compliments received 47

# 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

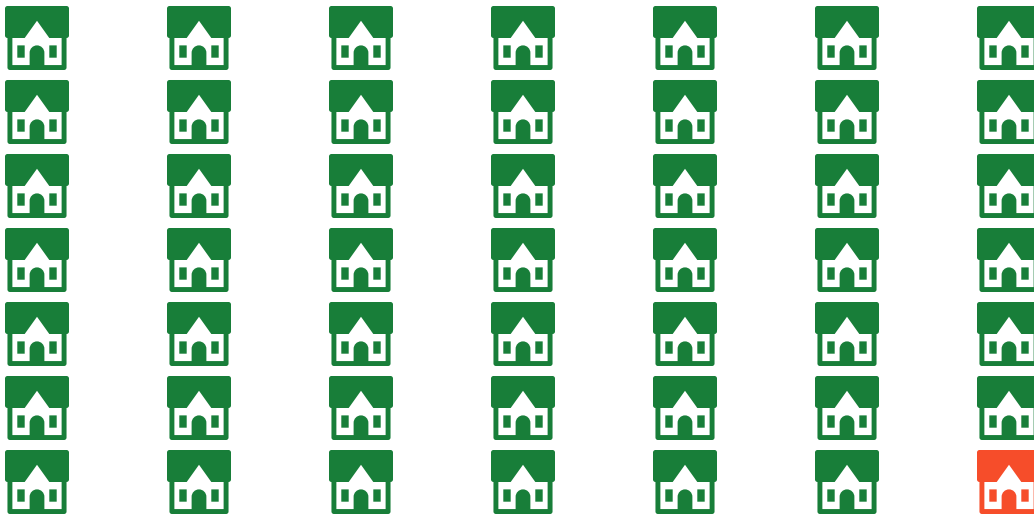


**97.92%**

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

**100%**

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

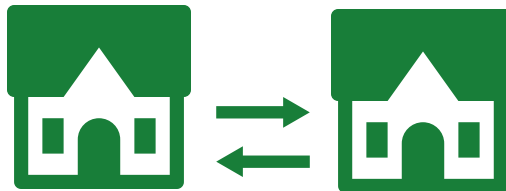


**92.31%**

Satisfaction with new lettings (target 90%)

**94.12%**

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



**100%**

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

**38.46%**



4 week starter tenancy visits completed (target 100%)

Delays due to staff assisting with letting of properties instead, to reduce the number of empty homes