

# These metrics show our performance for the period of April 1 to 30 June 2021



**100%**

**Target: 100%**

100% of our properties will meet the Decent Homes Standard.



**99.95%**

**Target: 99.75%**

When you report your repair, we'll complete it in the following times: 24 hours for emergency repairs



**95.11%**

**Target: 95.00%**

When you report your repair, we'll complete it in the following times: 20 days for non-emergency repairs.



**100%**

**Target: 100%**

100% of blocks of flats with communal doors will have a current and up to date Fire Risk Assessment.



**99.62%**

**Target: 100%**

We'll ensure our homes are kept safe by successfully checking all gas appliances in your home once a year.

21,932 of our homes require an annual gas service. As at the end of June, 83 homes had not been serviced in this time. Our performance in this area has been impacted by Covid but customer safety is very important and we'll continue to try to gain access to these homes.



**91%**

**Target: 100%**

We'll visit all of our schemes and estates on at least a quarterly basis, and where relevant, will invite residents, local authorities, police and other parties to attend.

We had a period where we couldn't complete any visits due to lockdown restrictions.



**92.27%**

**Target: 75%**

If you make a complaint, we'll acknowledge it within one working day, and we aim to resolve 75% at first point of contact at Stage 0.

There was a total of 453 complaints made



**90.2%\***

**Target: 84%**

We'll keep you informed of the progress of your getting into your home from offer stage to the beginning of your tenancy.

\* of customers were Very/Fairly Satisfied with how they were kept informed



**100%\***

**Target: 100%**

We'll provide all customers with clear and appropriate information in relation to their new home, including legal obligations relating to their tenancy.

\* of customers from March 2021



**57 seconds**

**Target: 100 seconds**

We'll answer calls to our emergency 'out of hours' telephone service within 100 seconds.



**65 seconds**

**Target: 100 seconds**

We'll answer calls into to our Customer Relationship Team via the Freephone service within 100 seconds, Monday to Friday 8am to 6pm.