

These metrics show our performance for the period of 1 October to 31 December 2021



100%

Target: 100%

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



96.55%

Target: 95.00%

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

The ongoing wintery weather means we've witnessed a huge demand on our repairs service, but rest assured we're working hard to get to you as soon as we can. By re-distributing some fencing and roofing works to sub-contractors we'll reduce the backlog and accelerate your repair.



99.68%

Target: 99.75%

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



100%

Target: 100%

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



99.75%

Target: 100%

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

22826 of our homes require an annual gas service. 56 had not been serviced in the last 12 months. This is primarily a result of customers not allowing access, which is a require of their tenancy agreement. Our teams are working hard to get into these as soon as possible.



100%

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.



78.71%

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.



88.6%*

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 in Q3



207 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.

Colleague shortages due to Covid-19 combined with an increase in calls from recent storms mean it may take a little longer to get through to us. We are working hard to reduce this time, including a new telephony system that will help us to be more efficient.



143 seconds

Target: 100 seconds

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