

Customer Service Standards – Performance September-December 2010 (Quarter 3)

Measure	Q3	Target	Hit or Missed?	Q.2 Comparison
Contact with us				
Customer satisfaction with their experience when they last contracted the Trust	81%	90%	Missed	↑
Average waiting time for calls to be answered	98.5% in 30 secs	100% < 30 sec	Missed	↑
Number of calls that don't get answered	4.61%	< 5%	Hit	↑
Number of calls dealt with first time	84%	85% satisfaction	Missed	↑
Nuisance / ASB				
Average time to resolve problem from when first reported		28 days	No figure given	
Customer satisfaction with their experience if they report nuisance / ASB	67%%	85% satisfaction	Missed	↓
Response times for hate crime and domestic abuse	100%	100% : in one day	Hit	↔
Response times for all other complaints	100%	100% :5 wrkg days	Hit	↑
Neighbourhood				
Customer satisfaction with their neighbourhood	83%	85%	Missed	↔
Customer satisfaction with grounds maintenance	72%	85%	Missed	N/A
Customer satisfaction with communal cleaning	69%	85%	Missed	N/A

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Resident Involvement				
Customer satisfaction that views are taken into account	53%	85%	Missed	
Number of residents actively involved	306	Annual increase	N/A	↑
Profile of involved tenants	✓ see table	All diversity strands	No figure given	
Number of projects tenants are involved in	10	No target		N/A
Complaints				
Number of complaints received	12	No target	N/A	↑
Percentage of complaints dealt with first time	100%	75%	Hit	↑
Percentage of complaints received by ombudsman for action	0	1% or less	Hit	↔
Customer satisfaction with the way complaints are handled	-	85%	No figure given	N/A
Being a tenant				
Customer satisfaction with the Trust as landlord	83.5%	90%	Missed	↔
Percentage of property alteration requests responded to with a decision within 28 days	100%	100%	Hit	↑
Percentage of mutual exchange and succession requests responded to with a decision within 28 days	99.5%	100%	Missed	↑
Percentage of alleged tenancy breaches responded to and investigated with 10 working days	100%	100%	Hit	↑

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Rent / Service Charge				
Customer satisfaction with ease of paying rent	Not available	90%	No figure given	
Number of new tenants owing arrears after first six weeks of tenancy	Not available	< 10%	No figure given	
Number of tenants coming out of debt as a result of advice referral	Not Given	75%	No figure given	
Moving In				
Customer satisfaction with moving in process / quality of home	100%	95%	Hit	↑
Average time to re-let our homes	30 days	30 days end 2010/11	Hit	↑
Customer satisfaction with the sheltered housing service	100%	95%	Hit	↑
Number requesting a transfer	1.88%	< 8%	Hit	↑
Average time from request to transfer to priority allocation and visit	8.7	28 days	Hit	↑
Moving Out				
Customer satisfaction with experience		85%	No figure given	
Take up of 'Clean and Clear' incentive as a percentage of those ending tenancy through notice	2.1%	25%	Missed	↓

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Repairs				
Number of jobs completed in one visit (first-time fix)	86.75%	87%	Missed	↑
Customer satisfaction with the repair	98.84%	96%	Hit	↑
Average time to complete repairs	8.83	9 days	Hit	↑
Number of overdue gas services	0	Nil	Hit	↔
Gas Safety				
All gas safety checks completed with 12 months	100%	100%	Hit	↔
Customer satisfaction with gas safety check process	100%	95%	Hit	↑
Satisfactory independent quality audits on 10% of gas safety checks	100%	100%	Hit	↑
Repairs completed within target times:				
Emergency	82%	100%	Miss	↓
Urgent	89%	98%	Miss	↓
Routine	91%	95%	Miss	↑
Customer satisfaction with gas repairs	95%	95%	Hit	↑