





Performance as at September 2024

Delivering Maintenance Service			
Indicator	Target	Performance	How are we doing
% of homes with a valid gas safety certificate	100%	99.79%	
% Tenant satisfaction with repair	88%	86.5%	
<p>% homes with a gas safety certificate: There were two gas services outside of target as of the end of September 2024. Both properties have experienced access issues and have been pursued in line with our no access protocol. Both properties are now going through court action.</p> <p>Satisfaction with repair: The satisfaction rate for the repairs service stands at 84% (46 out of 55 customers). While this is a positive outcome for a majority of customers, the remaining dissatisfaction (9 customers) highlights areas where service improvement is required. The main themes identified from customer feedback are:</p> <p>Time to complete repairs Communication during the repairs process</p> <p>We are working closely with both principal contractors Ian Williams and the 0800 to address communication challenges. Regular contract meetings are being held where specific examples of service failings are discussed. This ensures lessons are learned and corrective actions are put in place.</p> <p>Ian Williams is in the process of introducing a Customer Experience Team. The team's focus will be to investigate and resolve customer complaints and feedback more effectively. This proactive approach aims to identify issues earlier and improve both communication and service delivery. The Customer Experience Team is expected to be fully operational by January 2025. Their role will be pivotal in improving satisfaction rates by investigating issues and ensuring better communication with customers throughout the repair process.</p>			

Managing Empty Homes			
Indicator	Target	Performance	How are we doing
% of £ lost due to empty homes	0.79%	0.83%	
Average time to let a property	20 days	25 days	


Void Loss:

Some of our empty homes are taking longer to repair. We are working closely with our contractors to reduce this and improve our performance.

Average relet time:

During April, we let two properties that took longer to repair as they needed major work. This has impacted our performance. Excluding these properties, we would be within target.

Managing Income

Indicator	Target	Performance	How are we doing
% of £ lost due to rent arrears	2.90%	3.10%	
Rent arrears: Our rent arrears performance continues to be affected by how we receive cyclical monthly payments of housing benefit, direct debits and universal credit. Once these payments have been received, we are within target.			

Delivering Customer Service

Indicator	Target	Performance	How are we doing
% satisfaction with call handling:	88%	96.5%	