

How we performed (April - June 2022)

Contacting us



average call
waiting time

Target: 3 mins



number of
compliments we
received

Target: N/A



of Customer Service
enquiries resolved first time

✓ Target: 92%

“First time resolution for phone enquiries remains consistently high. The Customer Services team work closely with other departments to make sure they are up to date on all services, enabling excellent customer service right first time.”

Amanda Libecans
Customer Services Manager

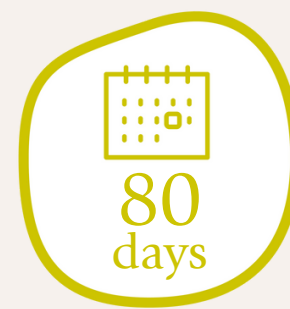


How well we handle your repairs



of repairs jobs that are
sorted first time
around

Target: 92%



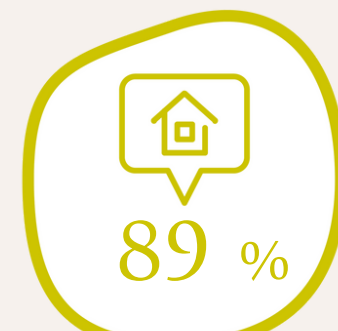
average time to
complete a planned
repair

Target: 85



of emergencies attended
within 4 hours

Target: 100%



of appointments
made and kept

Target: 95%

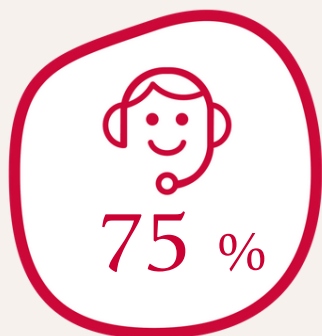


Our star result
this quarter

PEAKS & PLAINS
Housing Trust



Tenant satisfaction



satisfaction
with
complaint
handling

Target: N/A



overall
tenant
satisfaction

Target: 80%



of customers
satisfied with
our ASB
service

Target: 80%



people who are
satisfied
with their home
improvement

Target: 95%



of people who are
satisfied with
their new home

Target: 100%

The condition and safety of your home



of homes
with an
annual
gas safety
certificate

Target: 100%



of homes with
an annual
electrical safety
certificate

Target: 100%

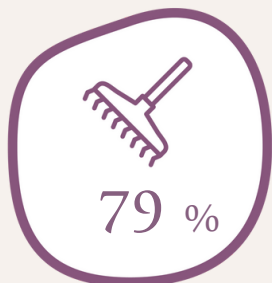


completed
necessary
safety tests,
servicing and
inspection

Target: 100%



Quality of our grounds maintenance



completion of
agreed work
by our grounds
maintenance
contractor

Target: 95%

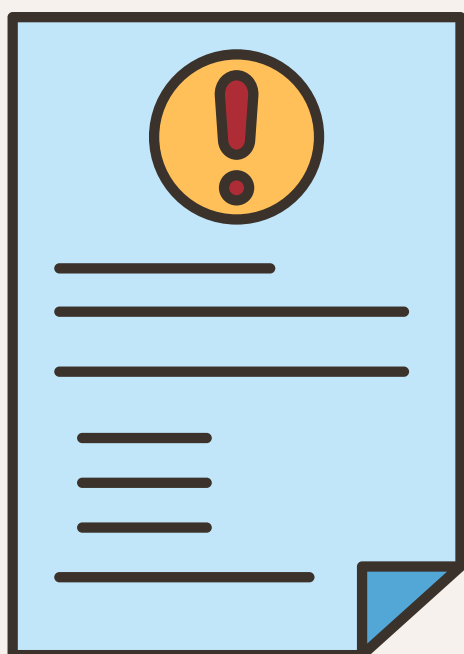


complaints we
get each
month about
grounds
maintenance

Target: N/A



Complaints



number of
complaints received

✓ Target: N/A

Number of complaints has remained consistent in Q1 with the majority being closed through first stage resolution.

In Q2, the Trust is focusing on learning from complaints and making service improvements to reduce the same issues being repeated.

Amanda Libecans
Customer Services Manager

One complaint at review stage exceeded the deadline by one day in April which affected the performance figures. All other complaints the Trust has received since then have been responded to within the given timescale.

The Complaints Team monitors all cases and checks the Investigating Officer is on track to deliver the response on time.

Amanda Libecans
Customer Services Manager



of complaints
responded
within
timeframes

✓ Target: 100%

