

How we performed (July - September 2022)

Contacting us



average call
waiting time

Target: 3 mins



number of
compliments we
received

Target: N/A



Target: 92%

of Customer Service
enquiries resolved first time



The time it takes us on average to pick up the phone to you when you ring our contact centre remains low. We are also reviewing the options on our phone line to make it even easier for you when you call.

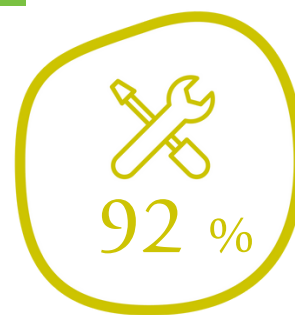
Amanda Libecans
Customer Services Manager



How well we handle your repairs

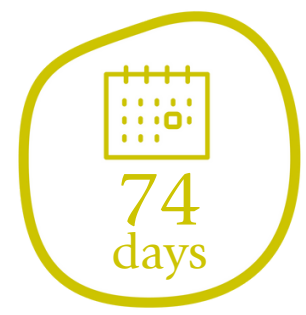
Good progress has been made this year; we are not experiencing the same staffing issues as we did last year. We are in control of the planning of this area and continue to focus on getting appointments booked within target and ensuring we prioritise the more urgent jobs.

Michaela Burns
Repairs and Maintenance Manager



of repairs jobs that are
sorted first time
around

Target: 92%



average time to
complete a planned
repair

Target: 85



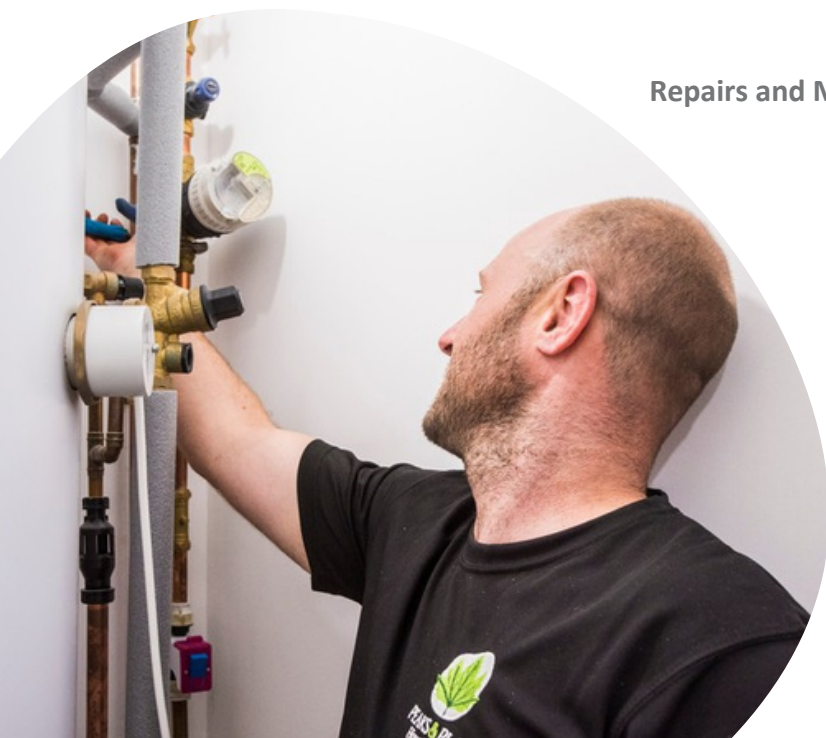
of emergencies attended
within 4 hours

Target: 100%



of appointments
made and kept

Target: 95%

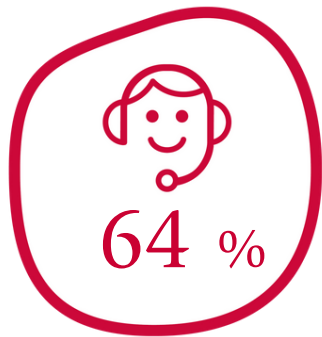


Our star result
this quarter

PEAKS & PLAINS
Housing Trust



Tenant satisfaction



satisfaction
with
complaint
handling

Target: N/A



overall
tenant
satisfaction

Target: 80%



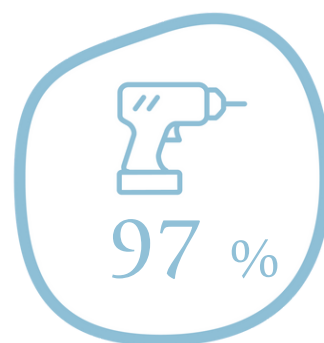
of customers
satisfied with
our ASB
service

Target: 80%

We have seen a slight decrease in satisfaction from last time. Customers told us that we need to improve our communication and make sure that we keep you updated about your repairs especially if we are facing delays. We hope to see this improve in our next results.

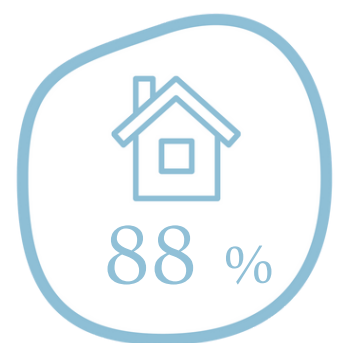
We have, however, seen a big improvement from April - July, in satisfaction with the ASB service - it is up from 78% to 91.03%.

Rachel Marsland
Customer Voice Manager



people who are
satisfied
with their home
improvement

Target: 95%



of people who are
satisfied with
their new home

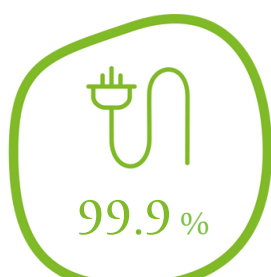
Target: 100%

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%



We monitor the performance of 48 separate compliance areas every month. These include gas servicing, electrical safety, fire safety, lift servicing but also smaller programme areas including electric gates, roller shutter doors, power assisted doors and column lights. If there is any reason that has meant that any component within our full list has surpassed its anniversary date it will affect this reported figure.

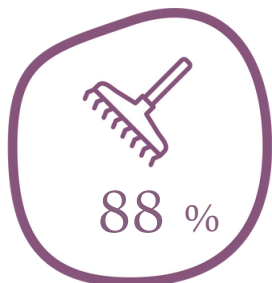
This could happen for many reasons such as: a specialist contractor may have been unavailable, or a tenant refused us access to their home.

Each month the detail behind the figure is reported to our Board and our Performance Management Group so that we can constantly monitor risk

Laura Burton
Compliance Manager



Quality of our grounds maintenance



completion of
agreed work
by our grounds
maintenance
contractor

Target: 95%

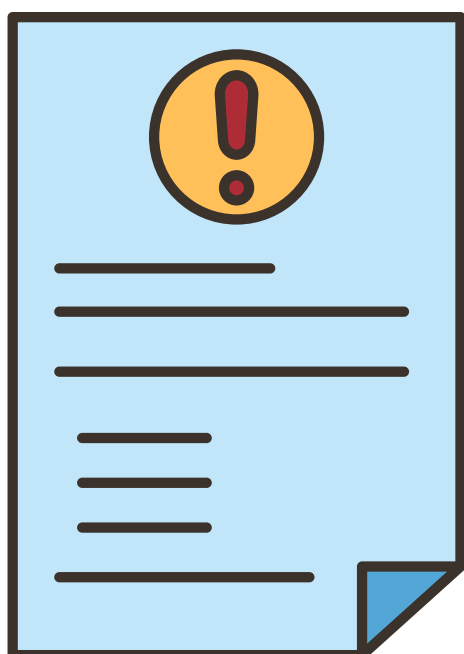


complaints we
get each
month about
grounds
maintenance

Target: N/A



Complaints



number of
complaints received

✓ Target: N/A

We are listening to what you are telling us and are looking at ways to use your feedback to improve our services using any lessons learned from complaints. We will update you regularly to let you know what we have been doing and why.

Amanda Libecans
Customer Services Manager

All complaints received between July and September were responded to within timescales. Staff who are responsible for dealing with complaints have received refresher training to ensure the quality of responses remain high.

Our promise to customers is that we will do this on a regular basis.

Amanda Libecans
Customer Services Manager



of complaints
responded
within
timeframes

Target: 100%

