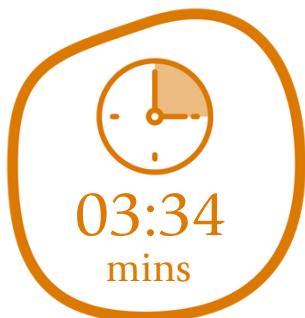


How we performed (October - December 2022)

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

Average call waiting time performance declined in December. This decrease in performance is due to the overwhelming demand for service arising from the spell of freezing weather experienced in mid December.

The Trust and Out of Hours service experienced an unprecedented volume of calls relating to frozen and burst pipes, failed hot water and central heating systems.

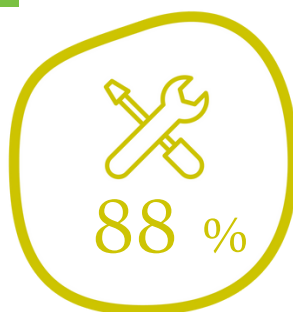
David Squires
Head of Customer Experience



How well we handle your repairs

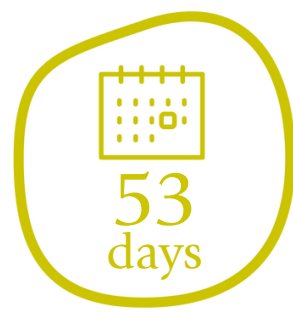
The average time taken to deliver larger repairs undertaken by the Trust is starting to reduce. This is supported with customer satisfaction data on time taken to undertake repairs also improving. The new service standards introduced earlier this year, with the support from the Customer Challenge Group have now been embedded and improvements from that work are now being seen.

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%

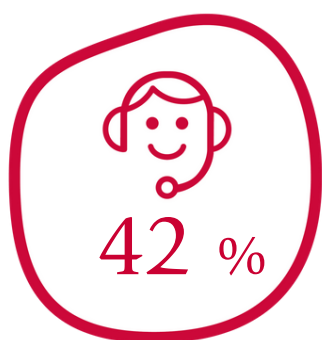


Our star result
this quarter

PEAKS & PLAINS
Housing Trust



Tenant satisfaction



satisfaction with complaint handling

Target: N/A



overall tenant satisfaction

Target: 80%



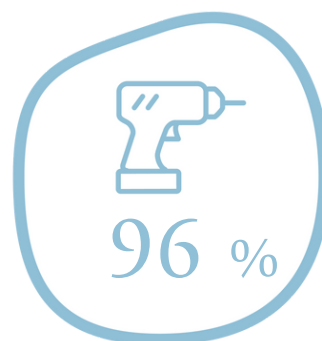
of customers satisfied with our ASB service

Target: 80%

Acuity completed the third quarter of the perception survey using our customer data and customers contact preferences. Of the customers contacted, 254 customers completed a survey.

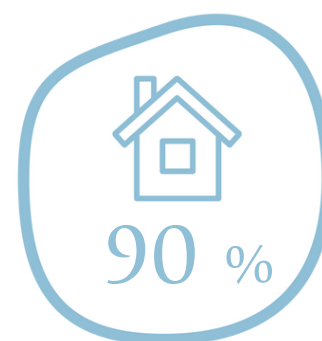
Good news, overall customer satisfaction is 80%, up 8% from June to September.

Rachel Marsland
Customer Voice Manager



people who are satisfied with their home improvement

Target: 95%



of people who are satisfied with their new home

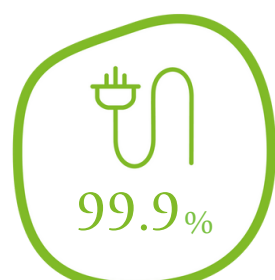
Target: 100%

The condition and safety of your home



of homes with a gas supply that have an in date annual gas safety certificate

Target: 100%



of homes with an electrical safety certificate that is less than 10 years old

Target: 100%



of all safety testing, servicing and inspection completed year to date

Target: 100%

We've changed this performance indicator since Q2.

This number represents what % of all the tests and inspections that are due across the full portfolio have been completed. It gives a much better feel for how we are actually performing in the context of everything that we have to do.

Laura Burton
Compliance Manager

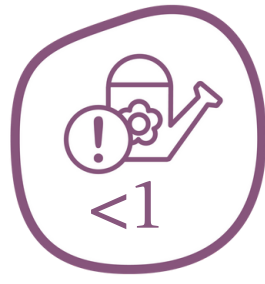


Quality of our grounds maintenance



completion of
agreed work
by our grounds
maintenance
contractor

Target: 95%

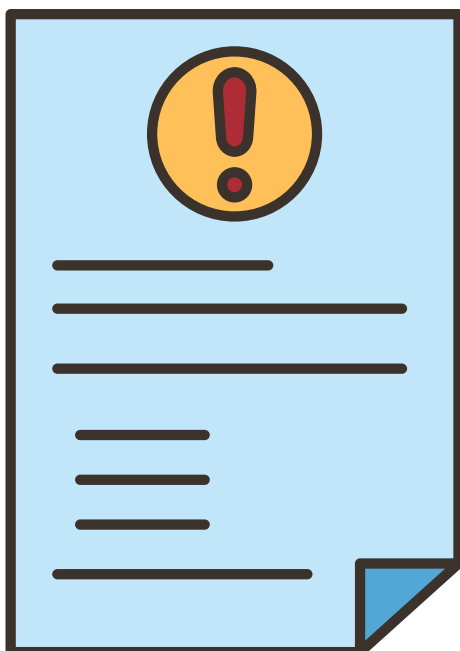


complaints we
get each
month about
grounds
maintenance

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 October - December 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%

