

How we performed (January - March 2023)

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

Customer Services continue to deal with enquiries right first time for our tenants. Cross working across teams and ongoing training and support for Contact Centre staff means we can give an answer to the majority of tenant who call us straight away.

David Squires

Head of Customer Experience

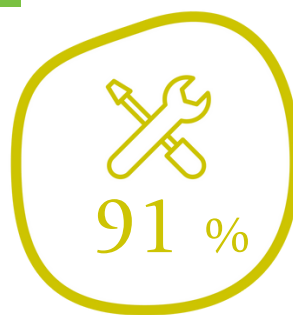


How well we handle your repairs

Just below target for appointment made and kept. But did you know, the Trust completed 4,200 repairs on our first visit from the 4,600 repairs delivered. We also came just below target for emergencies responded to within 4 hours, the Trust missed three appointments in February during our out of hours service that resulted in a drop during the quarter.

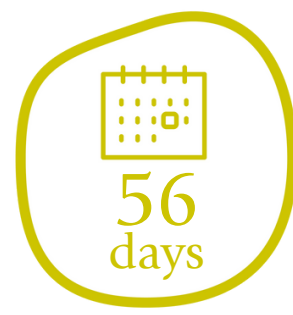
Simon Williams

Head of Repairs and Maintenance



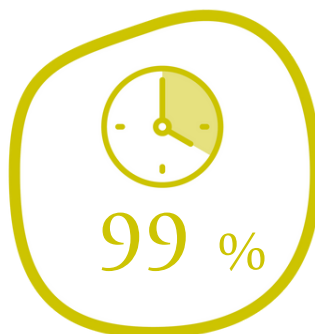
of repairs jobs that are
sorted first time
around

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%

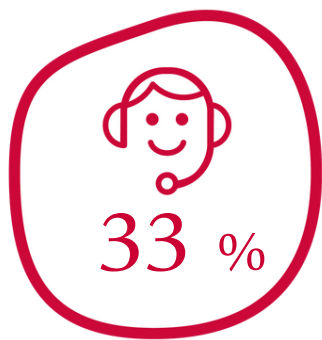


Our star result
this quarter

PEAKS & PLAINS
Housing Trust



Tenant satisfaction



satisfaction with complaint handling

Target: N/A



overall tenant satisfaction

Target: 80%

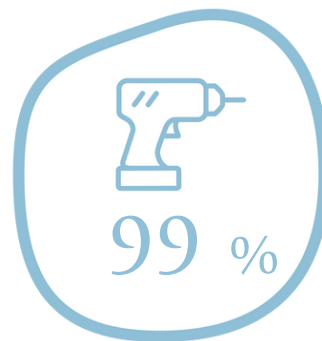


of customers satisfied with our ASB service

Target: 80%

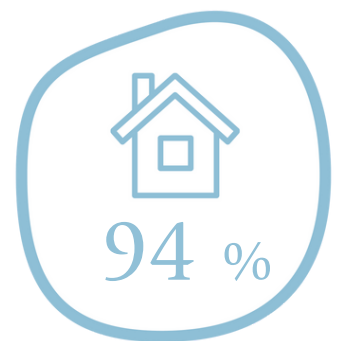
“The Trust has seen a decrease in overall satisfaction during January - March. We are working closely with Teams to ensure we deal with any key trends and issues. However, overall satisfaction with Peaks & Plains for the year is 75%.”

Rachel Marsland
Customer Voice Manager



people who are satisfied with their home improvement

Target: 95%



of people who are satisfied with their new home

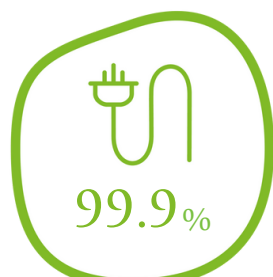
Target: 100%

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

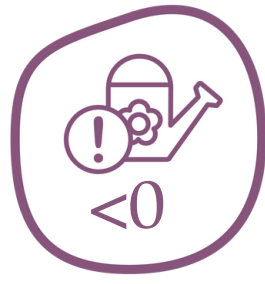


Quality of our grounds maintenance



completion of
agreed work
by our grounds
maintenance
contractor

Target: 95%

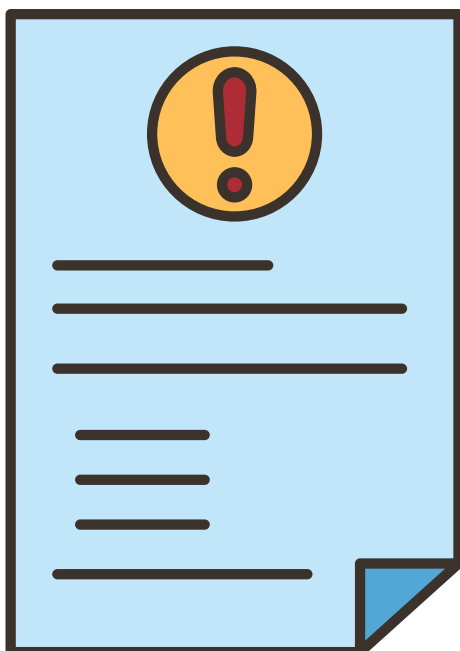


complaints we
get each
month about
grounds
maintenance

Target: N/A



Complaints



number of
complaints received

✓ Target: N/A

“The average score for January to March is 96.6% of sites maintained. The score shown at 90% is for the full years performance. The missed visits for March were completed in the first week of April.”

Caren Breddy
Estates Manager



of complaints
responded
within
timeframes

Target: 100%

“In 2022/23, the Trust received 537 complaints, all except one case which we received in April 22 was responded to within agreed timescales. Since June 22, the Trust have a full time Complaints Coordinator who is responsible for checking that our responses reach customers in time to ensure this does not happen again.”

Amanda Libecans
Customer Services Manager

