

How we performed (April - June 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

“The average call wait time has remained very low. Sometimes you may need to wait a little longer during our busier times but we will endeavour to reach you as soon as we can. The best times to call us is Tuesday to Thursday as our busiest days are Monday and Friday.”

Amanda Libecans

Customer Experience Manager

“Our customer services team receive regular training and work with other teams to ensure the advisors are kept up to date with all the services the Trust offer. In the majority of cases, this ensures that our advisors are able to answer your enquiries the first time you contact us. If we are unable to do this, we will pass on your query to the relevant team to help. Our phone line options are under review and will be updated to make them more inviting for customers to use.”

Amanda Libecans

Customer Experience Manager

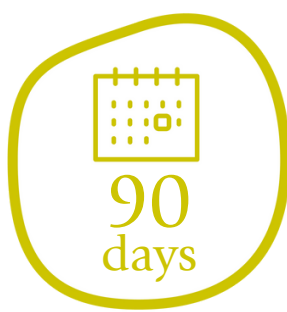


How well we handle your repairs



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%

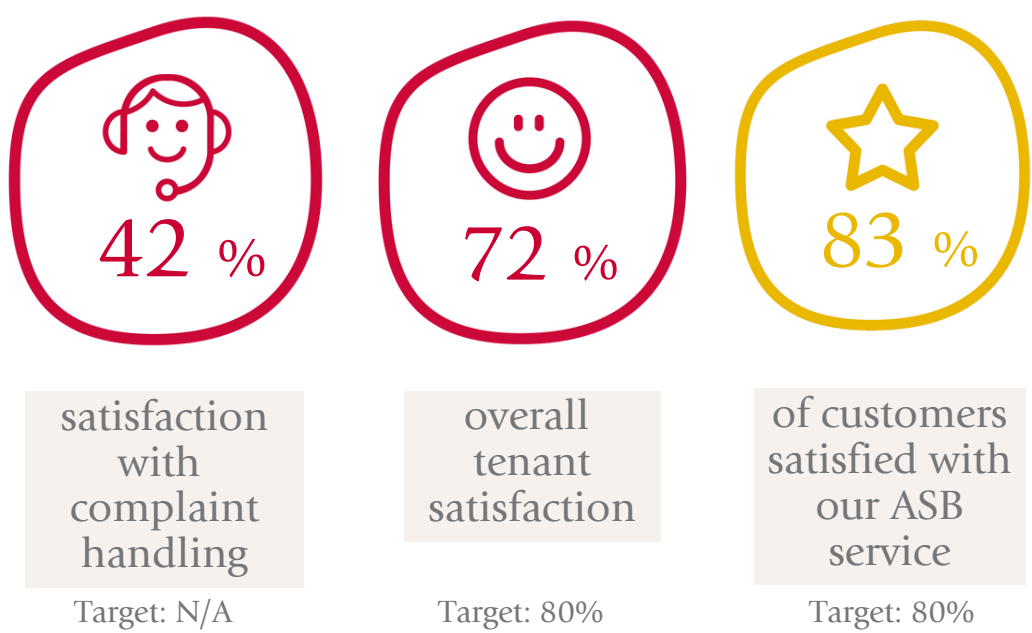


Our star result
this quarter

PEAKS & PLAINS
Housing Trust

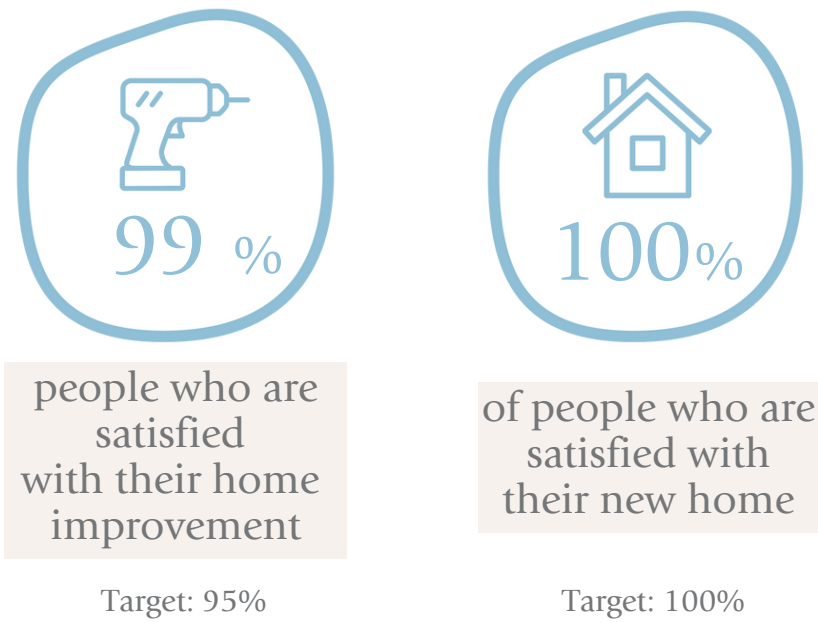


Tenant satisfaction



“From April to June 2023, 72% of tenants are satisfied with the overall services provided by us. Over three-quarters of tenants are satisfied with the safety of the home (80%), the repairs service in the last 12 months (77%), PPHT being easy to deal with and the value for money of the rent (both 76%).”

Rachel Marsland
Customer Voice Manager



The condition and safety of your home



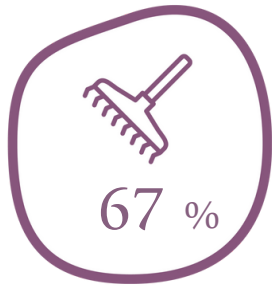
“The Trust will always strive to be 100% compliant across all areas, but at the same time recognises that there will inevitably be properties that present access issues, and that there are often contractor issues that cause us to drop below 100%. Where this is the case, we prioritise visibility so the Trust is always aware of where each address is up to.”

The Trust is very proud to maintain our 100% record for all properties with a gas supply having an annual gas safety check”

Laura Burton
Compliance Manager

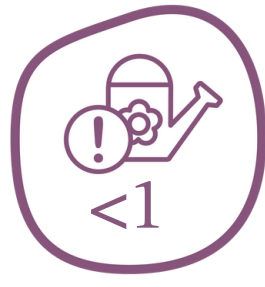


Quality of our grounds maintenance



completion of
agreed work
by our grounds
maintenance
contractor

Target: 95%



complaints we
get each
month about
grounds
maintenance

Target: N/A

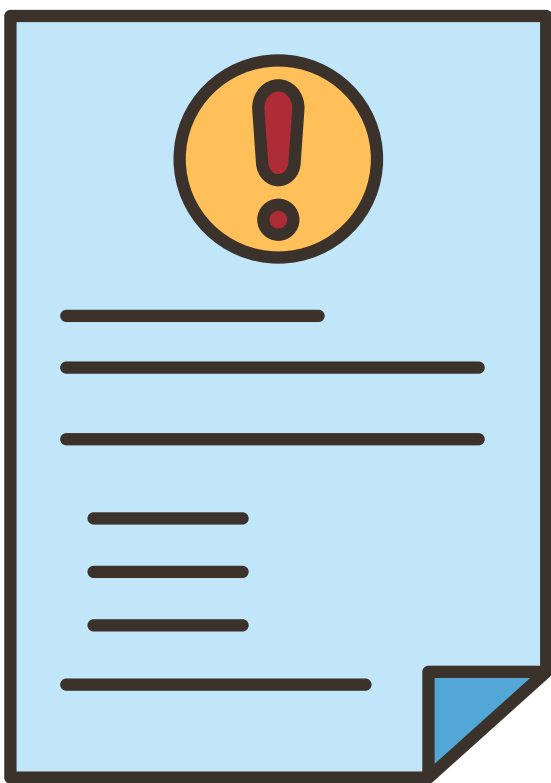
This figure only includes complaints at investigation and review stage. A form on the website was created in June due to the volume of phone calls we were receiving asking when the grass would be cut.

This reduced this type of query to customer experience team and is still in place to date.

We currently have no plans to remove this method of contact.



Complaints for all our services



number of
complaints received

✓ Target: N/A

“Number of complaints received is average year to date. This relates to 131 complaints received from April to June, described as a total fraction of the properties owned by the Trust (5,128).”

Amanda Libecans
Customer Services Manager

“From April to June the Trust received 131 complaints, all except one case which we received in April 23 was responded to within agreed timescales.”

We have learned from this error and more stringent procedures are in place to reduce the possibility of this happening again. Our dedicated Complaints Coordinator checks every one of the complaints responses to ensure that your letter reaches you when we have promised it will.”

Amanda Libecans
Customer Services Manager



of complaints
responded
within
timeframes

Target: 100%

