



Operational Performance

1st April 2019 to 31st March 2020

 Letting homes	Q1	Q2	Q3	Q4	Year End 31/03/20
	Average relet time (days)	13.92	15.57	13.79	14.57
Customer satisfaction with relet process (score out of 10)	9.74	9.69	9.59	9.61	9.61

Comments: Our average relet time remains consistent over the year and Housemark Benchmarking shows that we will remain in the top quartile nationally this year in our benchmarking group.

 Income collection	Q1	Q2	Q3	Q4	Year End 31/03/20
	Rent collected (as a % of rent debit)	100.2%	101.1%	103.4%	101.4%
Current rent arrears (as a % of the rent roll)	0.86%	0.88%	0.50%	0.42%	0.42%

Comments: We continue with strong performance in this indicator, collecting the rent and some of the arrears, and again will remain in a top quartile position when benchmarked with our peer group.

Operational Performance

1st April 2019 to 31st March 2020



Repairs and maintenance

Q1 Q2 Q3 Q4 Year End

31/03/20

Responsive repairs completed same day

In isolation 66.6%	In isolation 77.6%	In isolation 84.2%	In isolation 84.1%	Cumulative 79%
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Satisfaction with recent responsive repair carried out
(cumulative performance)

100%	91.4%	90.8%	92.3%	92.3%
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Satisfaction Right First Time
(cumulative performance)

91.5%	83.9%	83.5%	82.8%	82.8%
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Overall repairs & maintenance satisfaction (STAR survey - Satisfaction of Tenants And Residents)

94.8%	90.0%	88.0%	86.5%	89.0%
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Comments: Following the introduction of a new repairs scheduling system to plan work, and changes across our customer contact centre, performance has improved throughout the year. The repairs service is performing at the level expected and achieving our aim of completing 85% of responsive repairs on the same day they are reported. During quarter 4 and in response to COVID-19, we made the decision to deliver an essential only repair service, so that we could focus on the safety of our customers and employees.

Our performance, across our peer group and nationally, continues to place us in the top quartile for time taken to complete repairs.



Asset management

Q1 Q2 Q3 Q4 Year End

31/03/20

Customer satisfaction with improvements

100%	99.70%	99.51%	99.45%	99.45%
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Gas servicing quality compliance

95%	98%	99%	99%	99.75%
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In date Gas Safety certificates

100%	99.98%	99.98%	100%	100%
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In the no access process

0%	0.02%	0.02%	0%	0%
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Comments: Satisfaction with the work we and our contractors do to improve our homes has been consistently high during the year.

Our quality checks following gas servicing remain high, where the only area for improvement is for our operatives to always remember to show their ID!


We have consistently achieved 100% gas servicing during the year – making sure we keep homes safe.

Operational Performance

1st April 2019 to 31st March 2020

 Customer service	Q1	Q2	Q3	Q4	Year End 31/03/20
Number of complaints	57	54	87	75	273
Satisfaction with landlord (STAR survey - Satisfaction of Tenants And Residents)	98%	94%	95%	92%	95%
Satisfaction with being treated with fairness and respect (STAR survey)	96%	94%	97%	93%	96%
Satisfaction with rent providing value for money (STAR survey)	92%	89%	94%	87%	91%
Satisfaction with account taken of views (STAR survey)	94%	88%	92%	N/A	91%
Satisfaction with neighbourhood (STAR survey)	92%	90%	91%	N/A	91%

Comments: Following a slight dip in satisfaction through our STAR survey last year due to the settling in of the new repairs scheduling system and other issues, this year's satisfaction in all other indicators has returned to their previously high levels. Please note that quarter 4 performance doesn't include March as surveys were not carried out following the COVID-19 lockdown.

 Customer Contact Centre	Q1	Q2	Q3	Q4	Year End 31/03/20
% of calls answered	81.1%	83.4%	84.9%	84.3%	84.3%
Average call wait time	91 sec	85 sec	81 sec	87 sec	87 sec

Comments: The aim of our Contact Centre is to resolve a call at the first point of contact, providing customers with an excellent experience. We aim to do this by planning our resources around peak times, and the time it takes us to answer and manage calls.

Our performance within our peer group and nationally places us just below the average on the number of calls answered. We are improving the ways in which customers can contact us, improving communication, having information readily available and adopting new technologies that support self-service.