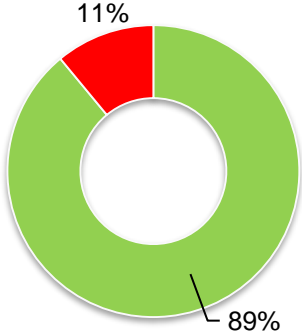
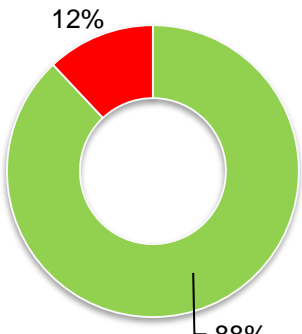
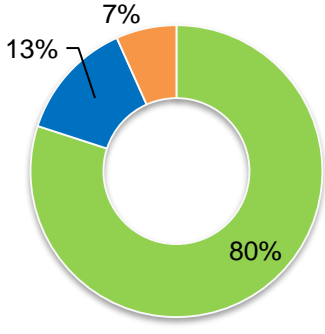
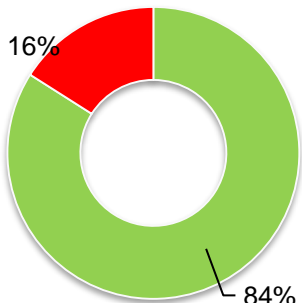
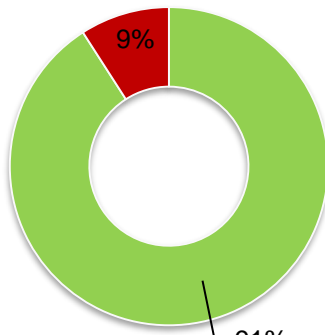
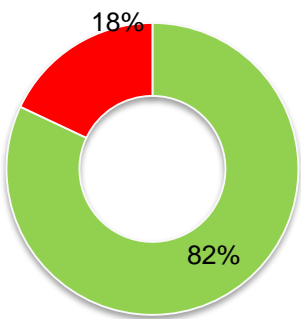


Customer Feedback and Performance Quarter 4 2019.20



Key






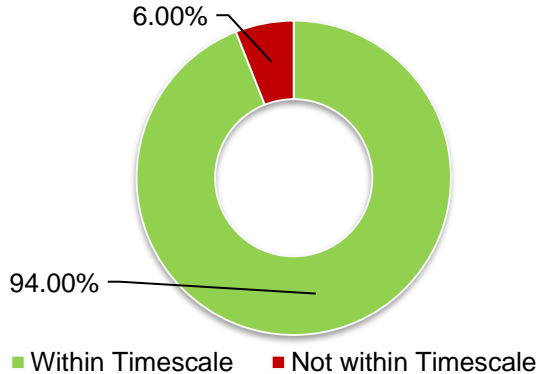
| Overall Satisfaction | Repairs Satisfaction | Satisfaction with New Build Home |
|---|---|--|
|  |  |  |
| <p>89% of customers are satisfied with the overall service received.</p> <ul style="list-style-type: none"> ■ same as previous quarter ■ 89% annual average for 2018/19. | <p>88% of customers are satisfied with the repairs service received</p> <ul style="list-style-type: none"> ■ same as previous quarter ■ 88% average of 2018/19 | <p>93% of customers are satisfied with the quality of their newly built home.</p> <ul style="list-style-type: none"> ■ same as previous quarter ■ 93% annual average for 2018/19. |


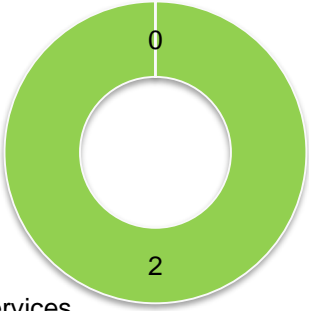
| Satisfaction with Relet Home | Satisfaction with Major Works | Satisfaction with Neighbourhood |
|---|---|---|
|  |  |  |
| <p>84% of customers are satisfied with the quality of their re-let home.</p> <ul style="list-style-type: none"> ■ same as previous quarter ■ 84% annual average for 2018/19. | <p>91% of customers are satisfied with major works completed</p> <ul style="list-style-type: none"> ■ same as previous quarter ■ 91% annual average for 2018/19. | <p>82% of customers are happy with the neighbourhood they are living in</p> <ul style="list-style-type: none"> ■ same as previous quarter ■ 82% annual average for 2018/19 |

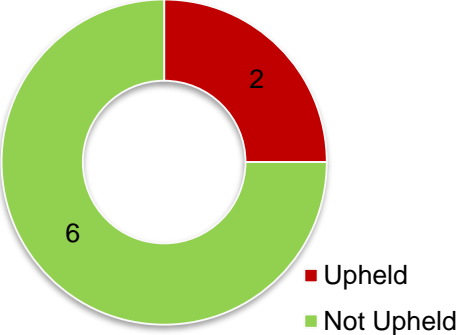
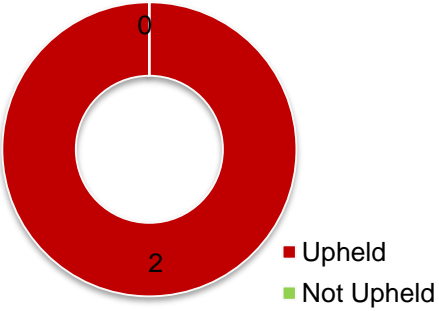
| | | |
|---|---|--|
| <p style="text-align: center;">1.6 hours</p>  | <p style="text-align: center;">6.5 days</p>  | <p style="text-align: center;">96.1%</p> <p style="text-align: center;">just fix it.</p> |
| <p>1.6 hours to complete emergency repairs</p> <ul style="list-style-type: none"> ↓ improve from last quarter - 1.76 hours ↓ improved from 1.76 last year. | <p>6.5 days to complete non-emergency repairs</p> <ul style="list-style-type: none"> ↑ up from last quarter – 6.3 days ↑ up from 6.3 days last year. | <p>96.1% completed first time</p> <ul style="list-style-type: none"> ↑ up from last quarter – 93.7% ↑ up from 93.7% last year |

| New Build Properties Completed | % Repairs Appointments Kept |
|--|--|
|  <p style="text-align: center;">24 new homes</p> |  <p style="text-align: center;">100%</p> |
| <p style="text-align: center;">24 new homes built this quarter Year-end target of 352 new homes.</p> | <p>100% repairs appointments kept</p> <ul style="list-style-type: none"> ↑ up from last quarter – 99.9% ↑ up from 99.9% last year |

| Gross Rent Arrears as % of rent due | % of vacant houses |
|---|---|
|  <p data-bbox="705 606 840 654">3.97%</p> |  <p data-bbox="1433 598 1545 646">4.4%</p> |
| <p data-bbox="421 678 761 710">3.97% Gross rent arrears</p> <p data-bbox="421 718 817 750"> ▲ up from 3.66% last quarter ▼ down from 4.5% last year. </p> | <p data-bbox="1135 678 1635 710">4.4% housing stock becoming vacant</p> <p data-bbox="1135 718 1556 750"> ▼ down from 1.8% last quarter ▼ down from 5.8% last year </p> |

| Average relet time | Anti-social cases |
|---|--|
| <p data-bbox="649 901 862 949">13.5 Days</p>  |  |
| <p data-bbox="405 1300 828 1340">13.5 days is average relet time.</p> <p data-bbox="405 1348 851 1388"> ▲ up from 12.6 days last quarter. ▼ down from 15 days last year. </p> | <p data-bbox="1120 1300 1702 1340">94% anti-social cases resolved within target</p> <p data-bbox="1120 1348 1512 1388"> ▲ up from 93% last quarter ▲ equal to 93% last year </p> |

| Sickness absence | Overall Complaints Upheld |
|--|---|
| <p style="text-align: center;">3.91%</p>  |  |
| <p style="text-align: center;">3.91% sickness levels.</p> <p>⬆️ up from 3.3% last quarter</p> <p>⬆️ up from 2.4% last year.</p> | <p style="text-align: center;">Investment – 2 upheld</p> |

| Stage 1 Complaints | Stage 2 Complaints |
|---|--|
|  |  |
| <p>8 Stage 1 complaints received.</p> <p>⬆️ 2 upheld down from 8 last quarter</p> | <p>2 Stage 2 complaints received.</p> <p>⬆️ 2 upheld down from 2 last quarter</p> |