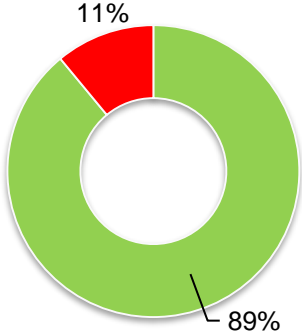
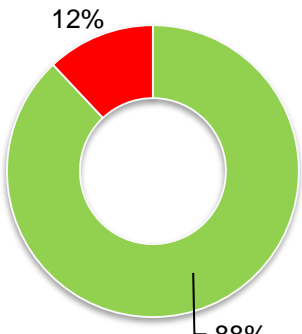
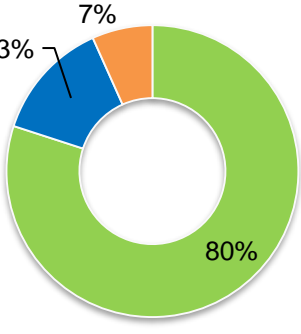
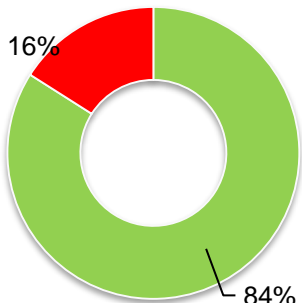
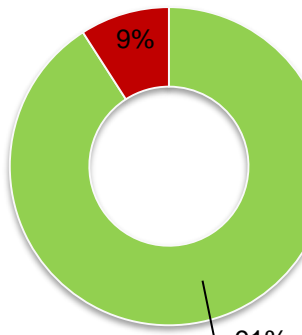
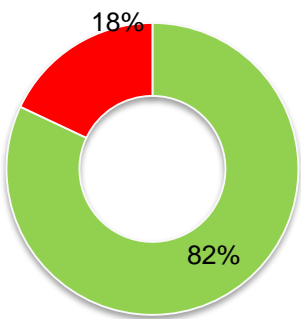


Customer Feedback and Performance Quarter 4 2018.19



Key






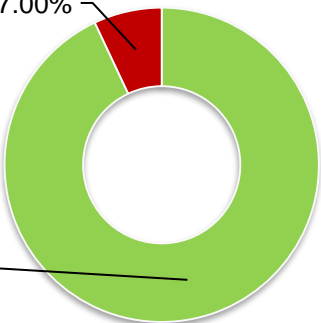
Overall Satisfaction	Repairs Satisfaction	Satisfaction with New Build Home
		
<p>89% of customers are satisfied with the overall service received.</p> <p>■ same as previous quarter ▼ less than 96% annual average for 2017/18.</p>	<p>88% of customers are satisfied with the repairs service received</p> <p>■ same as previous quarter ▼ less than 93% average of 2017/18</p>	<p>93% of customers are satisfied with the quality of their newly built home.</p> <p>■ same as previous quarter ▼ less than 98% annual average for 2017/18.</p>


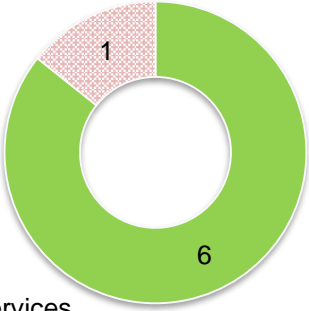
Satisfaction with Relet Home	Satisfaction with Major Works	Satisfaction with Neighbourhood
		
<p>84% of customers are satisfied with the quality of their re-let home.</p> <p>■ same as previous quarter ▲ more than 80% annual average for 2017/18.</p>	<p>91% of customers are satisfied with major works completed</p> <p>■ same as previous quarter ▼ less than 94% annual average for 2017/18.</p>	<p>82% of customers are happy with the neighbourhood they are living in</p> <p>■ same as previous quarter ▼ less than 94% annual average for 2017/18.</p>

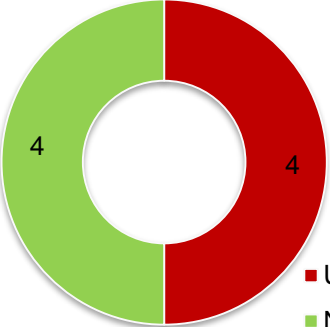
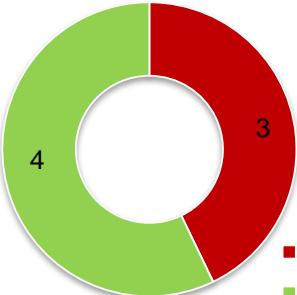
<p style="text-align: center;">1.76 hours</p> 	<p style="text-align: center;">6.3 days</p> 	<p style="text-align: center;">93.7%</p> <p style="text-align: center;">just fix it.</p>
<p>1.76 hours to complete emergency repairs</p> <ul style="list-style-type: none"> ↓ down from last quarter - 1.83 hours ↓ improved from 1.80 last year. 	<p>6.3 days to complete non-emergency repairs</p> <ul style="list-style-type: none"> ≡ up from last quarter – 6.3 days ↑ up from 6.1 days last year. 	<p>93.7% completed first time</p> <ul style="list-style-type: none"> ↓ down from last quarter – 93.9% ↑ up from 93.5% last year

New Build Properties Completed	% Repairs Appointments Kept
 <p style="text-align: center;">304 new homes</p>	 <p style="text-align: center;">99.9%</p>
<p style="text-align: center;">47 new homes built this quarter Year-end target of 356 new homes.</p>	<p>99.9% repairs appointments kept</p> <ul style="list-style-type: none"> ≡ same as last quarter – 99.9% ↑ up from 99.4% last year

Gross Rent Arrears as % of rent due	% of vacant houses
 <p data-bbox="719 611 824 651">4.5%</p>	 <p data-bbox="1435 600 1541 639">5.8%</p>
<p data-bbox="423 678 741 707">4.5% Gross rent arrears</p> <p data-bbox="423 719 808 750">▲ up from 3.36% last quarter</p> <p data-bbox="423 762 779 793">▲ up from 3.77% last year.</p>	<p data-bbox="1135 678 1630 707">5.8% housing stock becoming vacant</p> <p data-bbox="1135 719 1532 750">▲ up from 4.02% last quarter</p> <p data-bbox="1135 762 1532 793">▼ down from 6.29% last year</p>

Average relet time	Anti-social cases
<p data-bbox="674 903 837 943">15 Days</p> 	 <p data-bbox="1227 1241 1756 1272">■ Within Timescale ■ Not within Timescale</p>
<p data-bbox="407 1310 801 1340">15 days is average relet time.</p> <p data-bbox="407 1353 882 1383">▼ down from 18.3 days last quarter.</p> <p data-bbox="407 1396 822 1426">▼ down from 19 days last year.</p>	<p data-bbox="1120 1300 1700 1331">93% anti-social cases resolved within target</p> <p data-bbox="1120 1343 1538 1374">▼ down from 95% last quarter</p> <p data-bbox="1120 1386 1462 1417">▲ equal to 95% last year</p>

Sickness absence	Overall Complaints Upheld
<p style="text-align: center;">2.4%</p> 	 <ul style="list-style-type: none"> ■ Investment ■ Customer Services ⊠ CVPS
<p style="text-align: center;">2.4% sickness levels.</p> <p>↓ down from 2.6% last quarter</p> <p>↑ up from 2.1% last year.</p>	<p style="text-align: center;">Investment – 6 upheld</p> <p style="text-align: center;">CVPS – 1 upheld</p>

Stage 1 Complaints	Stage 2 Complaints
 <ul style="list-style-type: none"> ■ Upheld ■ Not Upheld 	 <ul style="list-style-type: none"> ■ Upheld ■ Not Upheld
<p>Stage 1 complaints received.</p> <p>↓ 4 upheld down from 8 last quarter</p>	<p>4 Stage 2 complaints received.</p> <p>↓ 4 upheld down from 7 last quarter</p>