

How did we do?



Customer Performance Report 2021-22

How did we do in 2021-22

Customer Performance Report

We believe that as a customer it is important that you know how we are doing and how well we are performing against our promises to you and against our service standards.

This report provides an overview of how we did in 2021/2022.

Customer satisfaction How did we score?



Overall Customer Satisfaction

80%

Contacting us



1,319
Tenants
Surveyed

- **78%** - Easy to get hold of the right person
- **81%** - Said staff were helpful
- **68%** - Felt the time taken to answer was reasonable



Improvements we are making:

We are introducing a new complaints process on our website to make it easier for customers to raise issues with us.



Complaints

Our service standards say we will:



Resolve complaints as quickly as possible but always **within 20 days**

- **175 Complaints** across 33,000 households
- **87%** Complaints resolved within 20 Days



Looking after your home

Our service standards:



Routine repairs within

 **20** Days

Urgent repairs within

 **4** Days

Emergency repairs within

 **24** Hours



Keeping communities safe



468 ASB cases reported with **402 Resolved**

- 1 injunction as a result of ASB
- 1 eviction as a result of ASB



New ASB online Resource:

We have added an ASB toolkit to our website, providing practical guidance and signposting.



Here's how we did:

20,303

Routine repairs

89%

24,764

Urgent repairs

91%

19,328

Emergency repairs

92%

percentage complete within timescale

Safety checks

Target

100%

Asbestos



Fire



Water



Gas

99.56%




We spent:

£11.7 million



On Major & Planned works

 **Our homes 2021-22**
Service standard: Provide good quality homes
Number of homes let 1,223

 **Average Relet Time**
35 Days* *versus Target* **25** Days

*Restrictions during the pandemic meant it took longer than usual to get homes ready for new tenants to move in to.

**Empty properties
ready to let**

183



New Homes

291 *New homes built*
with a further

451 *under construction*



Major adaptations



11 *completed*
Home adaptations



417
completed



Over the next 5-years we have comitted to spend:

£150
million



*On Major &
Planned
works*

Delivering Value for Money

We aim to provide value for money and to keep rents affordable



3.44% gross rent arrears

3.19% of rent lost due to empty properties



Our tenants say:

84%

of our customers* feel the rent they pay is value for money

*1,319 tenants surveyed

How your rent is spent

40% **36%** **10%** **9%** **5%**



Making a positive social impact



Identified
£700K
of eligible benefits for
TENANTS

Tenant Panels
& Groups



37

Meetings held
with 73 participants



286

Tenants and Stakeholders
consulted on our
**Tenant Engagement
STRATEGY**



66

Community events were held
with 45 partner organisations
with more than

3,400 ATTENDEES

Financially Rated



A1 Stable
Moody's
Retained Credit Rating

Quality Assured

- 6 positive RQIA inspections of Housing with Care schemes
- Tenant Participation Accreditation Award (Silver Award)
- Customer Service Excellence accreditation
- ISO 9001 accreditation
- Technology Services Association's Quality Standards Framework (TSA) accreditation

Quality and professionalism of our staff

Staff attendance

97%



Investment in
staff training

£142k

Radius
HOUSING



celebrating 15 years
born 2017



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Everyone has a place