

## Customer Commitments

### Reporting for 2018/2019

We care about you and want to provide excellent customer service. Our customer commitments allows you to see how we are performing against our target for service delivery.

#### Home Standard

Commitment	Target	Performance
We will continue to invest in our homes	100% homes meeting Decent Homes Standard	100% of our homes meet decent homes standard
We will continue to protect the safety of our residents in their homes	100% eligible homes to have received their annual gas service	99.96% of eligible homes have had their annual gas service
We will continue to protect the safety of our residents in blocks of flats	100% of our blocks to have received an annual fire risk assessment review	99.8% of our blocks have an annual risk assessment review
We will provide an efficient, effective repairs service	88% of repairs completed right first time  90% of customers surveyed satisfied with the repairs service they received	89.06% of repairs were completed right first time  92.8% of customers surveyed were satisfied with the repairs service they received
What we are doing and will be doing	<p>Achieving 100% on gas servicing—the above figure equates to just four properties. As with all properties, we work hard at gaining access and result to legal action as a last resort to keep customers safe.</p> <p>The missing fire risk assessments relate to two blocks that were acquired late in the financial year. The FRA will be undertaken upon occupancy to ensure the new blocks meet our standards</p>	

## Neighbourhood & Community

Commitment	Target	Performance
We will provide an effective tenancy enforcement service	We will achieve 82% satisfaction of customers surveyed with the way their report of anti-social behaviour case was dealt with	86.1% of customers surveyed were satisfied with the way their case was dealt with
We will respond to reports of serious anti-social behaviour within one working day	97% of reports of anti-social behaviour were responded to within one working day	95.91% of reports of serious anti social behaviour were responded to within one working day
We will keep our neighbourhoods clean, safe and well-maintained	<p>We will achieve 75% customers satisfaction with the overall grounds maintenance service provided</p> <p>We will achieve 75% customers satisfaction with the overall estate cleaning service that is provided</p>	<p>73.2% of customers surveyed were satisfied with the grounds maintenance service</p> <p>74.1% of customers surveyed were satisfied with the estate cleaning service</p>
What are we doing to going to do?	<p>We have established a project group that meets monthly to identify and implement changes and improvements to the cleaning and landscaping service</p> <p>Landscapes Team have an improvement plan to increase satisfaction</p> <p>We review complaints quarterly received on this service to identify required changes</p>	

## Tenancy

Commitment	Target	Performance
We will manage our empty properties effectively	We will re-let empty lettable homes within 20 working days	We re-let our empty lettable homes within an average of 22.05 days
We will work to sustain tenancies	We will achieve 9% turnover in a rolling 12 months for General Needs and Sheltered Housing	We achieved 8.68% turnover of our general needs and sheltered housing
What are we doing to going to do?	<p>An evaluation has been completed to look at the reasons for not meeting target for the time taken to let an empty property. This is primarily due to the lower demand for studio flat and older person accommodation.</p> <p>Reviews of these types of accommodation are being undertaken to look at the options for these properties that are experiencing lower demand.</p>	

## Tenancy Involvement and Empowerment

Commitment	Target	Performance
We will effectively respond to complaints	98% of complaints acknowledged within two working days	We acknowledged 95.78% of complaints within 2 days
	94% of first stage formal complaints responded to within 10 working days	We responded to 87.71% of complaints within 10 days
We will report to customers on our performance	We will produce and publish an Annual Report	Annual report to be published in September 2019
	We will consult, publish and report on our Customer Commitments annually	Year end reporting for 2018/19 enclosed.
We will engage efficiently and effectively with our customers	We will undertake a review of Voice membership to determine if it reflects the diversity of our customer base by 31 March 2019	Review completed
	We will obtain customer feedback in a variety of ways.	Involvement Strategy incorporates all the ways customers get involved.
What are we doing and will we do?	<p>Our customer feedback scrutiny panel reviews our approach to complaints and looks at lessons learnt. As a result Stage 1 and 2 complaints have reduced throughout 18/19. We are now working to improve our response to complaints times. Our managers have received specific customer complaints training this emphasised the importance of responding within our agreed time commitment.</p> <p>Our ongoing Customer Involvement plan will strengthen our existing customer Involvement structures and will refresh our approach to scrutiny in 19/20.</p> <p>From the results of reviewing our Voice group, we can target under represented areas to assist the diversity of this group.</p>	