

Performance Report

Generated on: 20 September 2021



Customer Contact

Name	May 2021	Jun 2021	Jul 2021	Aug 2021	Trend	Aug 2021	Target	Status this Month
	Value	Value	Value	Value		Year to Date		
% of Telephone Calls Answered	82	82	77	77	▬	80	82	
% satisfied with complaint handling	94.9	93.8	90	84.2	↓	90	90	
% of Stage 1 Complaints Responded to in Target	100%	100%	100%	93.62%	↓	98.71%	90%	
% of Stage 2 Complaints Responded to in Target	60%	40%	16.67%	100%	↑	55.81%	90%	
Average Days to respond to a Stage 2 Complaint	13.6	18.9	16.4	-	↑	16.2	20	
% of Complaints Resolved at Stage 0	87.1%	85.29%	100%	84.38%	↓	90.65%	92.5%	
% all cases resolved within target	95.02%	97.52%	96.6%	96.98%	↑	96.22%	95%	
% all cases resolved at first contact	83.98%	85.46%	85.49%	90.19%	↑	86.28%	85%	
% appointments kept (monthly)	95.37%	95.69%	94.28%	96.9%	↑	95.8%	98%	

Looking After Your Home

Name	May 2021	Jun 2021	Jul 2021	Aug 2021	Trend	Aug 2021	Annual 2021/22	Status this Month
	Value	Value	Value	Value		Year to Date		
% Repairs Completed in Target YTD (Wates & PH Jones only)	92.4	90.6	89.4	88.5	↓	88.5	96	
Ave days to complete a repair (YTD)	9.5	10.1	11.2	14.4	↓	14.4	7	
Number of Homes Improved under the Stock Improvement Programme	114	105	130	68	↓	543	1752 by year end	
Stock Condition Surveys Carried out	174	272	124	156	↑	831	1100 by year end	

Your local Area

Name	May 2021	Jun 2021	Jul 2021	Aug 2021	Trend	Aug 2021	Annual 2021/22	Status this Month
	Value	Value	Value	Value		Year to Date		
% of ASB cases responded to in target	96.1	100	100	-	▬	98.9	100	
% satisfied handling of ASB	20	71.4	72.7	-	↑	72.7	80	
% of Estates of Good or Fair Standard	99.5	99.6	99.5	99.6	↑	99.6	98	
% estate actions done by 1st inspection	85	92.1	100	89	↓	89.3	85	

PI Status	
	Alert
	Warning
	OK

Short Term Trends	
	Improving
	No Change
	Getting Worse