






Our Performance in Quarter 2 July to September 2017


1. Responses to your Complaints, Letters, and phone Calls

Measure	Result	Target 2017/18	What we are doing to improve our performance?
Replying to Complaints within the target time of 10 days	91% 	100%	Just Below Target We actively monitor the quality of responses and how well we resolve complaints. We now also try to make sure that there is learning from every complaint and that this feeds into service improvements.
% Phone Calls abandoned	26% 	<5%	Below Target We have recently installed extra phone lines and are looking to make further improvements to the way that we answer your calls as a key priority.



2. Repairs

Measure	Result	Target 2017/18	What we are doing to improve our performance?
The Number of Gas Safety Checks that were out of date over the last 3 months	7 	0	Below Target Thank you to customers who were patient with us over the extra gas certificate visits. We continue to work hard with customers to ensure that gas checks are completed.
Repair fixed at first appointment	71% 	85%	Just Below Target We are working with ISHA Home Team and our customer service team to ensure we send the right contractor with the right information to complete the job on the first visit.
Customer' satisfaction with repairs	53% 	85%	Below Target Our priority is to improve the appointments that we give you when you report a repair, and make sure that we keep them and complete the work efficiently. We are sorry if this hasn't always been the case whilst embarking on a new contract this year. We hope you will see an improvement in 2018.

3. Rent Collected & Arrears

Measure	Result	Target 2017/18	What we are doing to improve our performance?
What is the Level of Arrears ?	4.35% 	4.30%	Just Below Target In a difficult financial climate, it is great to see our arrears almost hitting our target. We want to keep working with any customers who are facing challenges with their rent.
How much Rent did we collect?	102.08% 	100.00%	On Target Thank you to all our customers for meeting our rent collection targets.
How Many Evictions for Rent Arrears were there?	1	0	Just Below Target Eviction is always a last resort, and we want to work with you to avoid this wherever possible.

4. Customer Involvement

Measure	Result	What we are doing to improve our performance?
How many customers have been involved this quarter	569 	We engaged a high number of customers in this quarter thanks to a big round of surveys in July and August, as well as higher customer attendance at events and estate inspections.
Changes to ISHA's services as a result of customer involvement	10 	We are currently working on putting the results from these surveys and other feedback into actions to improve services. These changes will be implemented over the coming months.