

Our Performance in Quarter 4 January to March 2018

At a Glance Key:



Our performance has improved from the last quarter





Our performance has stayed the same as the last quarter





We did not perform as well as in the last quarter



1. Responses to your Complaints and Phone Calls

Measure	Result	Target 2017/18	What we are doing to improve our performance?
Complaints resolved at informal or stage 1	87% 	90%	Just below target Almost 9 out of 10 complaints are now resolved at stage one.
% Phone calls abandoned	13% 	<5%	Below target This represents a significant improvement. With repairs requests now being reported directly to ISHA Home Team, we are now able to answer your calls much quicker.

2. Repairs

Measure	Result	Target 2017/18	What we are doing to improve our performance?
The Number of Gas Safety Checks that are currently out of date	8 	0	Below Target We are working on these 8 properties to ensure that the checks are completed.
Repair fixed at first appointment	76.7% 	85%	Below target The majority of repairs are completed on the first visit. As our contractor has now been in place for a year, their knowledge of the properties is improving, and we are able to continue improving this area.

3. Rent Collected & Arrears

Measure	Result	Target 2017/18	What we are doing to improve our performance?
What is the Level of Arrears?	5.01% 	4.30%	Below target We know that some customers face challenges meeting their rent payments. We aim to work with them to ensure tenancies can be maintained.
How much Rent did we collect?	100.71% 	100.00%	Above Target

4. Customer Involvement

Measure	Result	What we are doing to improve our performance?
Changes to ISHA's services as a result of customer involvement	3	<ol style="list-style-type: none"> 1. You said there was a long wait time when calling our Customer Service Team; we switched repairs calls over to ISHA Home Team to reduce call wait time. 2. You said you would like to see more examples of ISHA's charitable initiatives and social value; we have started using Twitter to show off things like our Woolly Hat Day and food bank donations; this is now in our Internal Social Media Guidelines and will be encouraged going forward. 3. You said you would like improved updates about communal repairs, especially during crises; we developed a procedure for updating customers when these issues arise and have also put up Communal Repair Logs on all noticeboards for Neighbourhood Officers to update while on site.